## Position Summary

The Division of Societal Impact, Equity and Engagement (SIEE) is responsible for supporting a diverse and inclusive staff and student community and working with partner communities and broader society towards positive change. The Division of Societal Impact, Equity and Engagement is also responsible for several KPIs for staff and student equity.

Working with the Donor Services Team, the Donor Services Assistant is responsible for providing high quality gift services and administrative support, including gift processing, receipting and data processing.

The Donor Services Assistant reports to the Donation and Compliance Manager and has no direct reports.

## Accountabilities

Specific accountabilities for this role include:

* Complete recording and processing of all inbound gifts received through various channels, including Electronic Funds Transfer (EFT), cheques, online donations, recurring gift charges, and other sources of income via third party platforms. The role includes receipting, managing the creation, transfer, and closure of projects as required, importing donations, and ensuring the timely and accurate processing of fortnightly workplace giving gifts and other philanthropic funding.
* Maintain highest standards of data security and compliance, adhere strictly to Payment Card Industry Data Security Standard (PCI DSS).
* Produce reporting for the Development Team relating to overdue pledges and invoices, liaising with the Central Finance Team to action write-offs as needed.
* Maintain the invoice and pledge register, in addition to maintaining a record of finalized donations and contributions in the RAMS record archiving system.
* Manage the shared inbox for the Donor Services Team, ensuring all internal and external inquiries and communications are addressed promptly and professionally. Coordinate with team members to distribute tasks and ensure efficient inbox management in a high-volume environment.
* Oversee and monitor the integration of gifts processed within the system, identifying and reporting any integration issues.
* Provide efficient and effective customer service and advice to internal and external customers and stakeholders, ensuring professional communication and resolution of queries promptly.
* Foster collaborative and productive working relationships with colleagues across Finance to prevent and address discrepancies arising in the bank reconciliation process and support effective and accurate service delivery that meets the business needs.
* Create and update constituent records and pledge schedules in the Raiser’s Edge Database, whilst ensuring that all information is verified and checked, to ensure adherence to sound data management practices.
* Support the Donations & Compliance Manager by assisting to create and map all standards, business rules and procedures.
* Create and prepare fund reporting to internal stakeholders as required.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

Skills and Experience

* Demonstrated experience in high-volume data processing; batching; banking; receipting of income, maintaining accurate records; process mapping and procedure development.
* Demonstrated well-developed administrative, problem-solving and record-keeping skills, with a finance background desirable.
* High-level attention to detail and ability to deliver results in line with required deadlines and quality parameters.
* Well-developed time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines, adopting a commitment to providing excellent customer service.
* Well-developed communication, interpersonal and stakeholder management skills to inform, persuade and negotiate with a wide range of internal and external stakeholders in a high-volume environment, to meet organisational expectations and work collaboratively in a team environment.
* Ability to successfully work collaboratively in a team environment.
* Demonstrated IT literacy with experience in Microsoft Excel and knowledge of relevant reporting, database and accounting systems (e.g. Raiser’s Edge Database, NS Financials system and Calumo).
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
* Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

* Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.