

**Position Description**  
**Position title: Fundraising Coordinator**

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| **Position Details:**  Position Title: Fundraising Coordinator | |
| Division: | Fundraising & Marketing |
| Reports to: | Senior Manager, Individual Giving |
| Position Purpose: | This role is responsible for coordination support to the Individual Giving Team. |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Campaign Coordination** | | **Key tasks** | **Position holder is successful when** | | * Coordinate acquisition and retention campaigns in line with strategic objectives and support from Fundraising Managers * Assist with the implementation and execution of campaign communications to audiences through direct mail, phone, email, SMS. * Support Fundraising Managers in the implementation and execution of digital campaigns including the use of marketing automation, where required * Contribute and participate in strategic planning sessions to ensure optimal and innovative performance of fundraising campaigns * Understand and help facilitate the implementation of fundraising campaign tracking for reporting purposes * Assist Fundraising Managers with coordinating tasks such as writing campaign briefs, proofreading, lives checking, data and design reviews, to ensure that brand identity and supporter communication quality is adhered to * Contribute to the achievement of Individual Giving income generation * Keep abreast of current local and global trends in fundraising * Adhere and ensure compliance to all government and regulatory requirements * Ensure all processes are documented * Provide assistance in other areas of Individual Giving as required. | * Team members are supported to perform their roles effectively * Fundraising KPIs are achieved * All team processes are documented and maintained * Overarching Individual Giving campaigns are delivered into market on time | | **Key Result Area 2** | **Stakeholder Coordination** | | **Key tasks** | **Position holder is successful when** | | * Coordinate tasks with internal and external stakeholders, such as designers, copy writers, mail houses, direct mail agencies, data vendors, digital platforms * Participate in network and industry forums and meetings. * Support broader organisation events/activities as managed by the wider Fundraising & Marketing team * Participates in team activities, staff meetings, workshops, and demonstrate a supportive engagement manner for overall team effectiveness and success | * WIPs and briefings are appropriately managed within internal and external stakeholders * Demonstrates trust, reliability, and respectful relationships with suppliers and internal staff * Continuously demonstrates a commitment to collaborating, assisting and supporting colleagues in all workplace activities and objectives * Positive internal and external feedback is received from stakeholders. | | **Key Result Area 3** | **Activity records and reporting** | | **Key tasks** | **Position holder is successful when** | | * Assist in invoice tracking and collating regular reports of campaign results against KPIs agreed with both internal and external vendors * Review data to suggest new campaigns and the evaluation of existing campaigns * Ensure campaign data is recorded accurately in fundraising systems | * Post Campaign reports are created with the assistance of Fundraising Managers with suggestions for continuous improvement * Materials are accurate and updated regularly * All information is kept in line with privacy guidelines * Data integrity is maintained and entered with accuracy. | | |
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**Recruitment information**

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| **Qualification, knowledge, skills, attributes and experience required to do the role** |
| * Minimum 3 years’ experience in a customer service, event coordination, or fundraising department role * Demonstrated skills in project/event management. * High-level written and oral communication, negotiation, networking and interpersonal skills and the ability to communicate effectively will all levels of management and staff * Ability to consistently prioritise and triage deliverables to coordinate and support Individual Giving team * Advanced Microsoft Office skills including Word, Excel and Outlook. * Competent in documenting processes & procedures. * Self-motivation, enthusiasm, resilience, initiative and excellent teamwork * Keen interest to up-skill and demonstrate a growth mindset * Exceptional attention-to-detail and accuracy in data entry and documentation * Experience with a regular giving, membership or subscription program (desirable) * Experience in a customer/supporter service role within a NFP environment (desirable) |

**Reporting lines and stakeholder relationships**

This position is responsible to the Senior Manager, Individual Giving as part of the Fundraising & Marketing department. Key stakeholder relationships include:

* Individual Giving Team
* Donor Admin Team
* Marketing Intelligence and Business Insights Team (MIBI)
* Marketing & Communications Team
* Premium Supporters Team (Bequests, Major Donors, Partnerships)

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| **P**  **U Work Health and Safety**  Everyone is responsible for safety and must maintain:   * A safe working environment for themselves and others in the workplace * Ensure required workplace health and safety actions are completed as required * Participate in learning and development programs about workplace health and safety * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries   **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values; * Positively and constructively represent our organisation to external contacts at all opportunities; * Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; * Operate in line with Mission Australia policies and practices (eg. financial, HR, etc.); * To help ensure the health, safety and welfare of self and others working in the business; * Follow reasonable directions given by the company in relation to Work Health and Safety. * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries * Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards * Actively support Mission Australia’s Reconciliation Action Plan * Ensure all fundraising materials and practices comply with relevant national and state fundraising legislation |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Mission Australia** | |
| About us: | Mission Australia is a national Christian organisation that has been helping people regain their independence for over 160 years.  We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | End homelessness and ensure people and communities in need can thrive. |

**Approval**

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| **Manager name** |  | **Approval date** |  |

Maddalena Rossi 14 February 2022