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| **Same 😊**  **Position title** | | | **Donor Relations Co-ordinator** | |
| **Team/Group** | | | Fundraising and Philanthropy / Community Group | |
| **Work level** | | | Level 2 | |
| **Position reporting to** | | | Donor Relations Manager | |
| **Employment Type** | | | Part time, 0.6 FTE Fixed Term (3 years) | |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | |
| **Position purpose** |  | The Fundraising and Philanthropy Unit manages the philanthropic income generation and engagement with donors and philanthropic partners. Continued focus on income diversification and income growth is essential to ensure that Beyond Blue can remain responsive to community needs and enable the fulfilment of our Beyond 2020 strategic goals. The Fundraising and Philanthropy Unit engages with donors, community fundraisers, business supporters, corporate partners, major donors and bequestors.  The Donor Relations Coordinator is responsible for entering all donations into Beyond Blue’s donor management system, Salesforce. This requires a high attention to detail, some relationship management, thanking and acknowledging donors and maintaining and updating donor information. | | |
| **Role dimensions** |  | **Direct Reports** | | Nil |
| **Overall team** | | Role sits within the Fundraising and Philanthropy Unit, reporting to the Donor Relations Manager.  Works closely with the Donor Appeals Adviser and the Fundraising Database Administrator.  Works closely with members of the Community Group, CRM team and Fundraising and Philanthropy team.  Works with Business Services across Finance, Procurement, Contracts, Systems, HR and IT.  Works with Fundraisers, Donors and third-party suppliers |
| **Financial delegation** |  | * As per the Delegations of Authority Policy | | |
| **Key accountabilities** |  | * Process all donations, including cash, cheques, credit cards * Follow up all declined and expired credit card donations * Deliver daily cash and cheques that have been processed to the bank * Ensure donors receive correct receipts, thank you letters including In Memoriam letters. * Prepare certificates of appreciation and letters of acknowledgement. * Liaise with donors to update their personal information. * Maintain and update donor information on the database. * Assist the Fundraising Database Administrator with the reconciliation of bank statements. * Work collaboratively and flexibly, undertaking additional duties as required. * Work with the team to undertake administrative tasks as required, ensuring all incoming fundraising calls are answered. * Work with the wider team, open incoming mail and prepare mail outs. * Effectively collaborate with other fundraising team members promoting knowledge sharing. * Effectively manage data within the Salesforce CRM, ensuring all data is clean, imported and coded correctly, whilst maintaining business rules. * Ensure our work reflects the diversity of the Australian community, and our activities are culturally safe and appropriate to meet the commitments made through our Beyond Blue Reconciliation Action Plan. | | |
| **Key behaviours** |  | * We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We adapt, flex and take an agile approach to plans to meet community need | | |
| **Qualifications and key selection criteria** |  | 1. Year 12 or equivalent essential. 2. Tertiary qualification/certificate in events management, communications or fundraising is desirable. 3. A solid understanding of CRM, donor management systems (Salesforce desirable) combined with proven ability to understand data segmentation and reporting. 4. Advanced skills in Microsoft Office suite. 5. A strong knowledge of fundraising and an understanding of the motivations as to why a donor would support a particular cause is desirable. 6. Relevant experience in fundraising within the not for profit/marketing/sectors is desirable. 7. Proven experience in data entry with high levels of accuracy. 8. Proven experience in customer service. 9. Skills in coordination, task and activity monitoring and delivery against defined tasks objectives, methods and outcomes. 10. Ability to organise and priorities work to meet multiple deadlines. 11. Ability to work in a team environment. 12. Confident, creative and motivated self-starter who completes tasks effectively and on time. | | |
| **Additional information** |  | **Health, safety and wellbeing**  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  **Cultural competency**  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.  **Employment is subject to:**  • A current Police Record Check  • Proof of the right to work in Australia | | |
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