



Fundraising Operations Coordinator POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Fundraising Operations Coordinator	Location:	Aspect National Office
Group:	Aspect Fundraising	Reports to:	National Fundraising Director

Organisation Purpose

A different brilliant® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

To implement Autism Spectrum Australia (Aspect)'s fundraising strategies by fostering trust and confidence with a growing community of supporters and stakeholders. *Champion consistent use of the fundraising value proposition: Creating a world where no-one on the autism spectrum is left behind.*

Position Purpose

To support the Database Administrator with the Fundraising system (Raiser's Edge) and to provide general administrative support to the Fundraising Director and the wider Fundraising team.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Technical and database support	<ul style="list-style-type: none"> Learn the process of all business as usual (BAU) routine tasks undertaken by the Database Administrator including bank reconciliation, imports and exports and data extraction. Provide back-up as and when required Support Database Administrator to maintain and update all written database procedures and processes Work with the Database Administrator and Supporter Experience Executive to ensure supporter records are maintained, updated and free of duplicates Collaborate with the Database Administrator and wider team to ensure the dashboards are meaningful and up-to-date for the team Provide team training to upskill on Raiser's Edge Undertake bespoke data development projects 	<ul style="list-style-type: none"> Tasks list identified with a traffic light system on procedure instructions and ability to deliver tasks Evidence of clear, easy to follow procedures and processes for all critical BAU tasks Demonstrated ability to create and update dashboards Evidence of understanding of how Raiser's Edge is structured and how the codes work
Reporting and analysis	<ul style="list-style-type: none"> Coordinate the workflow and requests of all existing BAU department and unit reports Learn how to produce the outsourced Regular Giving report inhouse Work collaboratively with the Fundraising managers to identify and create meaningful reports to support their areas Analyse data and produce insight reports for fundraising campaigns against goals Source and record information with regards to fundraising. Support the Database Administrator with the Special Purpose allocation 	<ul style="list-style-type: none"> Positive Internal team stakeholder feedback received Evidence of effective, up to date, job management processes with on-time delivery outcomes Evidence of seeking regular feedback and undertaking continuous improvement Production of the Regular Giving report inhouse in a timely manner
Operational support to the Fundraising Director	<ul style="list-style-type: none"> Provide administration support to the Fundraising Director and management team through the budget process and monitoring – especially on the finance/fundraising interface 	<ul style="list-style-type: none"> Evidence of understanding of unit budget structure and cascading P&L and Raiser's Edge codes

	<ul style="list-style-type: none"> • Support Fundraising Director with responding to inter-department requests and team management • Provide general team administration support as and when required • Ensure all costs for operations, database, team training and travel are logged on the expense tracker and processed in a timely manner 	<ul style="list-style-type: none"> • Evidence of understanding and knowledge of the wider team tasks to enable support
Administrative support to the wider Fundraising team	<ul style="list-style-type: none"> • Provide support to the Supporter Experience Executive with inbound mail handling at peak times • Active member of Phone Crew 	<ul style="list-style-type: none"> • Demonstrated evidence of support provided when required
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure 	<ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training
Work Health and Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health & safety matters 	<ul style="list-style-type: none"> • Work, Health & Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

PART B: POSITION CRITERIA

Capabilities	Attention to detail and accuracy	Ability to work methodically with attention to detail and high level of accuracy.
	Logical and analytical thinking	Capacity to work with numbers and data with the ability to interpret trends and patterns through copy/graphs.
	Personal effectiveness	Proven skills in job trafficking and time management.
	Interpersonal skills	Empathy for people with a disability and their families/carers and for the autism cause.
Knowledge and experience	<ul style="list-style-type: none">• Demonstrated experience of working in a finance, data or analyst setting• Understanding / knowledge of fundraising is desirable• High aptitude for data management and demonstrated ability to follow established processes and procedures accurately• Excellent relationship building, supporter service and stakeholder management skills• Demonstratable experience pulling together narrative/insights around reports is desirable	
Job requirements (essential)	<ul style="list-style-type: none">• Mid-weight database skills – with Raiser's Edge experience being an advantage• Intermediate to advanced understanding of Excel• National Police Check (NPC) appropriately cleared	
Job requirements (desirable)	<ul style="list-style-type: none">• Previous experience in a fundraising environment• Crystal Report writing• Personal computer skills in Word, Outlook and Microsoft Powerpoint	

PART C: APPROVED BY

Position Approved by: Olivia Shah, National Fundraising Director April 2021