

	Position Title: Supporter Care & Engagement Coordinator		Team: Strategic Engagement: Fundraising		Region: Central
	Supervisor: Loyalty and Retention Manager	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: December 2018	

ORGANISATIONAL INFORMATION

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>Supporter Care & Engagement Coordinator plays an integral part in driving best-in-class customer service, building loyalty and lifetime value and is first point of contact between Berry Street and our supporters. The role manages a small team and is responsible for providing direct front line customer service support to both our financial and non-financial supporters.</p> <p>The role is part of the Fundraising team, responsible for supporting the generation of fundraising income from individuals, corporates, community groups, as well as general support to the Philanthropy team through best class supporter care and retention programs. The Fundraising team is part of the overall Strategic Engagement team, responsible for all organisational marketing, communications, media and fundraising.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objectives of the role are to develop and support the functions of donor relations and data entry activities across our comprehensive fundraising program, with the aim of increasing donor satisfaction and engagement to help improve supporter loyalty and retention.</p> <p>Activities will include gathering information around supporter care journeys and processes, data entry and donation processing activities; answering and dealing with enquiries and complaints via telephone, in person and email from supporters; and supporting database enquiries and processes for the broader Fundraising team.</p> <p>Under the guidance of the Loyalty and Retention Manager, the role also develops and maintains a key performance framework and reporting systems to provide various reports to the team.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Central Office. It is part of the Fundraising team, which is responsible for fundraising and relationship development with individual donors, Trusts & Foundations, bequestors and corporate partners.</p> <p>This role reports to the Loyalty & Retention Manager who will provide supervision and review.</p> <p>This role has the Database Administrator and Supporter Care Administrator reporting into it and there is scope for additional reports with the anticipated growth of the portfolio.</p>

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.
- Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to establish and deliver excellent customer service, including dealing with customer service, including dealing with customer complaints and cancellations with sensitivity, tact and confidentiality
- Experience with creation and continues development of Supporter Care processes including donation processing, dealing with supporter enquiries and managing database processes around donations
- Demonstrated ability to update and maintain a Customer Relationship Management database including the ability to manipulate, analyse and extract accurate data and provide meaningful reports
- Strong leadership skills and proven ability to build and manage a high-performing team, including monitoring and evaluating individual and team performance to deliver excellent customer service experience
- Demonstrated experience in developing and implementing key performance frameworks and systems designed to maximise customer or supporter satisfaction levels
- Demonstrated communication and interpersonal skills including ability to manage and support numerous stakeholders to deliver business outcomes successfully within defined timelines.
- Demonstrated initiative, attention to detail and proven high level organisational and time management skills including the ability to manage workflows and balance competing priorities to ensure timely processing to meet deadlines.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety

QUALIFICATIONS AND OTHER REQUIREMENTS

- A relevant tertiary qualification.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.
- At least 2 years direct experience in a customer focused environment

DESIRABLE

- Experience in using The Raiser's Edge CRM system
- Experience working with a regular giving program
- Knowledge of not-for-profit sector

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Supporter Care and Database Support	<ul style="list-style-type: none"> • Manage and monitor the Berry Street donor and complaint inboxes, ensuring timely, friendly and appropriate responses to all enquiries, complaints and feedback within agreed service level agreements and protocols. • Ensure and monitor all the communications with supporters including all the complex and difficult queries are managed in accordance with the standards of best customer service and, escalated on time and that any enquiries, complains and feedback are responded to within agreed service level agreement and protocols. • Provide new solutions to continually improving supporter satisfaction using insights based on supporter feedback and behaviour. • Ensure that all supporter records generated from development activities and enquiries (mail, email, phone, online and face-to-face) are managed according to procedures. • Ensure that all charitable income records (gift processing) are comprehensive and accurate in a timely manner. • Ensure existing supporter records are maintained in the database according to the procedures manual– i.e. regular givers, appeal donors, bequestors, community groups and suppliers. • Ensure routine supporter communications are sent to donors as per the supporter retention program.
Projects	<ul style="list-style-type: none"> • Work closely with the Loyalty & Retention Manager to develop and implement the new supporter journeys – incorporating both mail and email touch points – for Regular Giving and Single Giving programmes. • Facilitate a process to design and deliver a supporter journey framework and associated processes in conjunction with colleagues, to maximize response, engagement and long-term donor value. • Other duties as directed from time to time.
Reporting	<ul style="list-style-type: none"> • Under the guidance of the Loyalty and Retention Manager develop and evolve key performance metrics and reporting across supporter care activities, including inbound and outbound call log and general communications, and provide regular reports to teams on enquires, complaints and feedback trends. • Work closely with the Database Administrator to ensure that supporter retention is measured and improved.
Leadership	<ul style="list-style-type: none"> • Work closely with the Database Administrator and Supporter Care Administrator to ensure that the workload for supporter care is shared evenly • Play a leadership role, building a positive can-do culture and instilling our Values of courage, integrity, respect and working together. • Build good working relationships with internal stakeholders and external partners and suppliers to ensure department and team objectives can be met. • Lead, inspire and mentor a team of acquisition, growth, retention and database fundraisers. • Provide support, coaching and mentoring to staff, monitoring workloads and identifying training and development opportunities • Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*
2. You will initially be employed at our Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the contract of employment. (Senior Manager), Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS Level 5, PP1, under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions. Drive vehicles with possible distractions from client behaviour, verbal or physical	Occasional

