

## POSITION DESCRIPTION

### Fundraising Database Officer

<b>Program:</b>	Fundraising
<b>Reports to:</b>	Head of Fundraising
<b>Supervises:</b>	Volunteers when necessary
<b>Date of Last Review:</b>	March 2024
<b>Classification:</b>	Social and Community Services Employee Level 3 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme</b>	This role has been deemed <b>eligible</b> to participate in Scheme

#### PROGRAM INFORMATION

The Fundraising team manages all events, relationships with donors, fundraising appeals, community fundraising activities, donations to the Mission, Gifts in Wills and corporate partnerships. This team is integral to the Mission, as it generates much needed funds to support operational activity that would otherwise not be funded.

#### PURPOSE OF THE POSITION

This role will manage the donor database and support the operational delivery of individual giving activities outlined in the Individual Giving strategy, which sits under the Mission's Fundraising Strategy.

The key campaigns across a year are our appeals, acquisition and regular giving activities. This role is responsible for supporting the implementation of these activities and all associated administrative and reporting elements.

This hands-on role involves maintaining the Mission's database, receiving phone calls on the fundraising hotline, responding to email enquiries, donor complaints, processing donations and receipts and support the needs of the Fundraising Team and the wider organisation as required.

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## KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
<b>Fundraising</b>	<ul style="list-style-type: none"> <li>• Process donations (cash, regular, in-kind &amp; bank reconciliation) efficiently and accurately within prescribed timeframes, using volunteers where necessary in peak periods.</li> <li>• Assist in nurturing donor relationships by contacting donors using phone, email, letters and handwritten notes.</li> <li>• In partnership with the Individual Giving Coordinator, develop appeal strategies and content to achieve targets through design, print, mail house and internal stakeholders.</li> <li>• Support the Individual Giving Coordinator to implement the individual giving and regular giving strategies.</li> <li>• Implement fundraising tactics to nurture and retain current and new donors long-term.</li> <li>• Manage Corporate Volunteering Inbox – screen and prioritise volunteering requests.</li> </ul>
<b>Systems Maintenance</b>	<ul style="list-style-type: none"> <li>• Ownership of donor database – maintain best practice guidelines in terms of use, ensure high standards of data hygiene and maintain in-depth knowledge of donor database and its systems.</li> <li>• Support the Individual Giving Coordinator to determine segmentation criteria for appeals and other fundraising activities in accordance with donor privacy.</li> <li>• Ensure systems are in place to recognise donor contributions, including timely thanking and receipting.</li> <li>• Work closely with the finance team to reduce the reliance on manual processing and reporting where possible and increase efficiency and accuracy of bank reconciliation.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Work with the finance team to ensure donations on our database reconcile with the bank accounts monthly.</li> </ul>
<b>Stakeholder Relations</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with the finance team to deliver clear and accurate financial information in a timely manner.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Work collaboratively with both internal and external stakeholders regarding the Mission's fundraising activities.</li> <li>• Deliver meaningful communications to donors to retain their support long term, including tactics which align donors to our Mission, Vision and Values.</li> </ul>
<b>Reporting and Analysis</b>	<ul style="list-style-type: none"> <li>• Create regular and detailed reporting for the benefit of program development and to track against the fundraising budget and KPIs.</li> <li>• Support Head of Fundraising &amp; Individual Giving Coordinator on annual donor audits and analysis to support future fundraising plans.</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>• As a team player, proactively contribute to the Fundraising Team and broader Mission efforts as required.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Attend and participate in regular supervision sessions.</li> <li>• Undertake all mandatory and core training in a timely manner.</li> <li>• Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.</li> </ul>
<b>Health &amp; Safety</b>	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
<b>Information Security</b>	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
<b>RISK</b>	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

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## MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check

## QUALIFICATIONS

- Diploma or tertiary qualification in fundraising and/or communication (Desirable)

## KEY SELECTION CRITERIA

- Experience using a fundraising database management software (preferably The Raiser's Edge)
- Experience in planning and executing fundraising appeals and regular giving campaigns
- Experience and confidence in liaising with donors and external suppliers
- Good verbal and written communication skills
- Excellent attention to detail
- Ability to manage tight timelines
- Ability to work cohesively as part of a team, as well as independently
- Strong alignment with the values of Sacred Heart Mission.

## VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are:

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

**POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES**

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