

Fundraising Officer

PURPOSE OF THE POSITION

As a vital role within the Marketing Team, you will support the regular giving team to grow regular giving income from new and existing supporters via Face to Face and Telemarketing programs. This role is responsible for all regular giving acquisition activities including, but not limited to; upgrades, conversion, reactivation. Regular giving is the cornerstone of all ChildFund's fundraising and its growth and maintenance is essential to fund the overseas development work of ChildFund Australia. The organisation has three regular giving products including; Child Sponsorship, Global Community and Project Humanity, and this role will work to grow and retain supporters across all three products.



KEY DUTIES

- Build and maintain solid and professional working relationships with all suppliers to enable achievement of Key Performance Indicators;
- Provide regular training and mystery shopping of fundraisers to achieve high motivation and understanding levels, whilst ensuring consistent brand messaging and operational standard to ensure that suppliers are provided with up to date and relevant program and training collateral;
- Work with suppliers to respond to queries and complaints from supporters and general public
- Provide regular reporting on key program metrics including recruitment / retention numbers, revenue, expenditure, attrition rates and ROI;
- Analyse data to evaluate segment and test performance, identify trends, issues and opportunities and inform strategic improvements to programs;
- Research new opportunities, channels and ideas to improve programs; and
- Assist the telemarketing activities for all new lead generation and cash giving activities for regular giving conversion

QUALIFICATIONS & EXPERIENCE

- Minimum 1-year experience in a similar role or have experience working as a face-to-face fundraiser;
- Sound experience working on Telemarketing campaigns;
- Experience working in the environment where professional and effective relationship management skills were required;
- Experience working a results oriented environment;
- Experience drawing meaningful conclusions from results and data trends, and apply these to create measurable program improvements;

DESIRABLE

- Tertiary qualifications in Marketing, Business, Fundraising or other relevant discipline;
- Experience in the not-for-profit sector, specifically International Development.

Remain alert and responsive to any child safeguarding risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding policy and procedures, and conduct yourself in a manner consistent with the Child Safeguarding Policy.

SKILLS

- Ability to work under pressure
- Problem solver
- Support others in achieving their & the organisation goals
- Change champion
- Up-to-date with the latest trends and best practices in fundraising
- Creative thinker and motivator, energetic, with an entrepreneurial spirit

CHILDFUND AUSTRALIA'S CORE COMPETENCIES

Commitment to ChildFund Australia's mission and vision, as well as our values: teamwork; effective communication; accountability and integrity; adaptability and flexibility.

Department: Regular Giving Team, Public Engagement

Location: ChildFund Australia

Employment: Full-time, Initial two-year employment agreement, with option to extend upon mutual agreement.

Reports to: Fundraising Manager – Regular Giving

Other Information:

- Must have working rights within Australia
- Domestic travel involved

Please apply at: <https://www.childfund.org.au/work-with-us/>





ORGANISATIONAL CONTEXT

ChildFund Australia is an independent and non-religious international development organisation that works to reduce poverty for children in developing communities. We work in partnership with children and their communities to create lasting change by supporting long-term community development, responding to humanitarian emergencies and promoting children’s rights.

ChildFund Australia implements programs with a range of local partners in **Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations**, and manages projects delivered by partner organisations throughout Asia, Africa and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of **the ChildFund Alliance** – one of the world’s oldest and most experienced child-focused development agencies. With a global network of 11 organisations, the ChildFund Alliance assists more than 14 million children and families in over 60 countries.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversation between yourself and your manager about maintaining work-life balance.

Salary Packaging

You will be eligible to salary packaging. As a Non-Governmental Organisation, our staff are eligible for salary sacrificing. The Australian Taxation Office (ATO) allows us to reimburse you for your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax Free threshold.

Employee Assistance Program

In case you need help with personal, family or employment related matters you and your family will have access to free external, professional and confidential counselling assistance.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

OUR VISION: A global community, free from poverty, where children are protected and have the opportunity to reach their full potential.

OUR MISSION: We work in partnership with children and their communities to create lasting and meaningful change by supporting long-term community development and promoting children’s rights.

At ChildFund Australia you will be contributing to every child being able to say: “I am safe. I am educated. I am heard. I have a future.”