

Fundraising Specialist

PURPOSE OF THE POSITION

Regular giving is the cornerstone of all of ChildFund Australia’s fundraising, and its growth and maintenance is essential to fund our overseas development work. In this vital role within the Fundraising Team, you will support the regular giving team to grow income via face-to-face and telemarketing programs. You are responsible for acquisition activities including, but not limited to upgrades, conversions, and reactivations. Internally, this role will support the Regular Giving Manager and be the key point of contact for internal stakeholders.

KEY DUTIES

- Build and maintain effective working relationships to ensure program needs are met and Key Performance Indicators are achieved
- Provide content for telemarketing scripts and deliver training to ensure agencies are adequately resourced, trained, and inspired.
- Conduct quality checks, including mystery shopping and call listening, to ensure agencies are maintaining a high standard of work
- Lead and develop supply chain audits to ensure best possible fundraising practice in line with government and regulatory bodies such as the PFRA, FIA, and Fair Work Ombudsman
- Maintain a robust complaints procedure to ensure the organisations brand and identity is well represented
- Ensure invoicing is accurate, in accordance with program activity, and tracking against targets and budgets.
- Analyse data to ensure data integrity, accurate reporting, and to identify opportunities to improve overall performance of programs
- Attend events and user groups to keep abreast of industry trends and to develop and diversify channels beyond existing programs
- Manage and develop acquisition, conversion, upgrade, and reactivation programs across telemarketing and face-to-face fundraising
- Promote and integrate gender equality, disability, and social inclusion into day-to-day work.

QUALIFICATIONS & EXPERIENCE

- Comprehensive understanding of regular giving fundraising across F2F, Telemarketing, and Digital.
- Experience working as an account manager or in a similar role
- Experience in managing projects and campaigns from concept to completion
- Experience working in a results-oriented environment and drawing meaningful conclusions from data
- Experience in training and developing individuals and small groups

DESIRABLE

- Experience in the not-for-profit sector, ideally International Development
- Tertiary qualifications in Marketing, Business, Fundraising, or another relevant discipline
- Up to date with the latest trends and best practices in Fundraising

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Excellent communication and interpersonal skills with an ability to develop strong relationships
- Highly organised and self-motivated, with the ability to handle multiple tasks and deadlines
- Critical thinker who seeks opportunities to streamline processes and improve performance
- Analytic skills with an ability to draw meaningful conclusions from results and data trends
- Confident and inspiring trainer with good presentation skills

CHILDFUND AUSTRALIA’S VALUES

Commitment to ChildFund Australia’s values –
Respect, Integrity, Collaboration, Change,
Empowerment & Excellence

Department: Regular Giving Team, Fundraising
Location: ChildFund Australia, Level 8, 162 Goulburn St, Surry Hills NSW 2010
Employment: Full-time
Reports to: Regular Giving Manager
Other Information: Must have working rights in Australia.
Please apply at: <https://www.childfund.org.au/work-with-us/>





ORGANISATIONAL CONTEXT

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities. We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Our vision is a world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future.”

ChildFund Australia directly manages and 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 – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

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. If the position allows, employees can choose to work up to 2 days from home per week.

Salary Packaging

You will be eligible for 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. UPRISE, our EAP system, combines multiple wellbeing initiatives to support your mental health and resilience.

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 world without poverty where all children and young people can say: “I am safe. I am educated, I contribute. I have a future.”

OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Australia you will be contributing to our programs which protect, educate, and empower children and young people.