

Donor Relations Coordinator

UnitingWorld

September 2022

About UnitingWorld

UnitingWorld is an agency of the Uniting Church in Australia (UCA). We collaborate internationally to address the causes and consequences of poverty, injustice, and violence. We work with partners in Asia, Africa and in the Pacific in poverty alleviation, gender equality, disaster readiness and leadership development.

As a registered Australian charity with PBI status, we can offer staff attractive salary packaging benefits.

We work with and through churches, but our programs include all people regardless of their faith, sexuality, ethnicity, ability, or gender. Our programs are initiated and implemented by our partners.

We translate rigorous sustainable community development principles through the lens of our Christian faith. We help to build leadership and organisational capacity. We partner for the long haul. We strive to build an international community, helping connect our partners with each other and our own church.

We maintain the highest standards for international development in Australia by being a member of the Australian Council of International Development (ACFID), a signatory of their Code of Conduct, and by being accredited by the Department of Foreign Affairs and Trade (DFAT) to receive Australian Aid funding. We are also members of the Fundraising Institute of Australia, and of the international ACT Alliance network.

Purpose of the Role

The purpose of this role is to increase the loyalty and financial support of key donors and ensure the long-term financial sustainability of UW. The Donor Relations Coordinator should achieve this by nurturing a cohort of major and mid-range donors and engaging congregations, by building strong respectful relationships and excellent communications.

Scope and location of the role

The role is part-time 0.5 FTE. The successful candidate will be remotely based in Melbourne and will report to the Donor Relations Manager located at our head office in Sydney.

The Donor Relations Coordinator will be responsible for supporting our donors in Victoria, but will travel to or liaise with our donors in Tasmania, South Australia and depending on opportunities, other states as required. They will also visit the Sydney office 3-4 times during the year. They will be regularly required to work on Sundays to visit congregations.

We are an equal opportunity employer and do not discriminate on religious or any other grounds. We do not require membership of the UCA or an allegiance to the Christian faith to work here, but we are explicitly a Christian faith-based organisation, working with Christian churches overseas, and ask that our staff agree to work within the ethos of the Uniting Church in Australia. This role requires high levels of engagement with church congregations and the ability to relate at a personal level will be highly valued.

Key Responsibility Areas:

Donor Relationships

- Grow individual support for UnitingWorld through gifts and bequests.
- Deepen relationships with target donors using a variety of communication channels such as phone, face-to-face, email, zoom meetings, etc.
- Maximise the impact of campaigns and appeals by integrating with relational fundraising methods.
- Ensure donor data is kept current and accurate within the CRM environment.
- Develop and deliver appropriate communications materials to support and nurture donor engagement.
- Ensure consistency of all messages delivered to our donors, the community, and our partners.

Congregational Relationships

- Promote and grow congregational support of UnitingWorld through fundraising, prayer and advocacy.
- Grow the number of congregations who commit to ongoing project sponsorship, facilitating uptake and managing expectations.
- Nurture the ongoing relationships with supporter congregations through reporting, communications and visits.

Leadership & Management

- Provide input into the relational fundraising strategy and budget, monitor progress against these.
- Engage across UnitingWorld and other Uniting Church agencies as needed to deliver objectives.
- Act such that UnitingWorld is recognised as an ethical, professional, and responsible partner.

Selection Criteria

Essential

- Strong background or tertiary qualifications in Communications, Fundraising, Marketing, or related fields.
- Demonstrated ability to engage, support and build relationships with new people.
- Experience in stakeholder liaison with strong interpersonal skills and a capacity for conflict resolution, relationship management and diplomacy.
- Networks within and understanding of the Uniting Church in Australia.
- Strong oral and written communication skills.
- Proactive and highly motivated self-starter, results orientated, committed to achieving targets.
- Time and project management skills with the proven ability to make sound judgments, prioritise, and work under pressure to meet tight deadlines.
- Demonstrated ability in common computer packages such as Microsoft Office, CRM databases and social networking platforms.
- Current driver's licence and willingness to travel intra/inter State.
- Flexibility for working on weekends when required, time in lieu arrangements apply.

Desirable

- Fundraising knowledge and demonstrated fundraising success.
- Experience of NGOs and not-for-profit organisations.
- Knowledge of and experience with Salesforce.