

Position Description

Title: Coordinator, Donor Relations

Workload: 0.5 FTE (negotiable)

Purpose of the Position

To grow a movement of people to support UnitingWorld's work in international missional collaboration to fight poverty, injustice and violence. This role seeks to lead and execute a strategy of building strong relationships with individuals and groups within Australia who financially support, advocate for and prayerfully connect with UnitingWorld's partners and programs.

Business Context

UnitingWorld collaborates with churches across the Pacific, Asia and Africa to deliver programs that address poverty and injustice and build leadership and institutional capacity.

UnitingWorld is an agency of the Uniting Church in Australia (UCA), working exclusively through collaboration and relationships with partner churches in our region. The relevance and effectiveness of UnitingWorld programs is built on the foundations of strong partnerships between churches, based on shared faith and history.

UnitingWorld programs focus on themes that are significant existential issues for our partners: poverty alleviation, gender equality, disaster/climate change preparation and leadership and organisational capacity. UnitingWorld interprets the rigorous principles of sustainable community development through the lens of our Christian faith, is committed genuine mutuality with our partners, transparency, accountability and strong governance.

UnitingWorld has a strong supporter base within the UCA, from an older demographic. We are pursuing strategies to engage and inspire new generations, inviting them to join in a movement that brings transformation to vulnerable communities overseas, and challenges and grows our supporters to live lives of purpose and integrity.

Coordinator, Donor Relations is responsible for driving and managing the day-to-day relational fundraising needs and communication touch points for a cohort of Major and Mid-range donors, with a key focus on increasing lifetime value of donors, increasing revenue and building the supporter base in Congregations. Working with the Donor Relations and Fundraising team, this role is instrumental in ensuring the long-term financial sustainability of the organisation.

Working relationships:

Reports to: Manager, Donor Relations

Works alongside: Senior Fundraising Coordinator, Fundraising Coordinator, and other Coordinators in Donor Relations.

Location of Role

Remote

Key Responsibility Areas

Donor Relationships

- Development and maintenance of relationships with UnitingWorld prospects.
- Drive strategies designed to grow support including Major Gifts, Bequests and Regular Giving through contact with existing, lapsed and newly acquired donors.
- Effective stewardship of an existing group of 'Managed Donors'.
- As needed deliver content to engage potential donors of UnitingWorld.

Congregational Relationships

- Cultivate and nurture existing relationships to increase support to UnitingWorld through congregational engagement.

- Manage and grow UnitingWorld’s congregational support, through effective engagement, ensuring all presentations are delivered on time and with a strong return on investment.
- Meet appropriate long-term success metrics (e.g. ROI, attrition, cost per donor, income, lifetime value), and monitor and report accordingly.
- Strengthen, grow, and leverage each relationship including new prospects to drive increased financial benefit for UnitingWorld.
- Ensure our relationships with our donors, the community, suppliers and partnerships are efficient and cost-effective, and they understand our values and will champion UnitingWorld.
- Facilitate opportunities for UnitingWorld’s to act as a conduit for partnership between congregations and our international partners.
- Ensure all fundraising data is captured through the UnitingWorld’s CRM to drive acquisition and retention strategies.
- Follow processing procedures to ensure data integrity and consistency and that data is captured accurately for fundraising analysis and reporting.
- Work closely with the Manager, Donor Relations to ensure a high standard of financial and commercial accountability for the relevant fundraising activity.
- Undertake other tasks as required.

Skills & Experience Necessary

Essential

1. Experience in fundraising and understanding of the NGOs and not-for-profit sector
2. Demonstrated relationship building within the Uniting Church.
3. Preparedness to work within the ethos and practice of the Uniting Church in Australia
4. Willingness to travel within Australia
5. Willingness to work weekends if needed
6. Demonstrated ability in generic computer packages such as Microsoft Office, internet, and databases.
7. Professional presentation with strong oral and written communication skills
8. Strong time management skills with the proven ability to manage several projects at once, make sound judgments, prioritise work and to work under pressure to meet tight deadlines.

Desirable

1. Tertiary qualifications in Communication or Fundraising preferred.
2. Knowledge of and experience with CRM databases and data analysis.
3. We prioritise the safeguarding of all people, including the prevention of sexual exploitation, abuse and harassment, and the protection of children. Employment and engagement is conditional upon the outcome of appropriate checks.