

## Position Description

**Title:** Donor Care Officer

**Workload:** 0.5 FTE (with periods of full time cover)

### Purpose of the Position

The UnitingWorld Fundraising and Communications Team build relationships with Australian communities, driving communications and fundraising for the work of UnitingWorld. The Donor Care Officer is part of this team and contributes to this work by providing high quality donor care, doing accurate and efficient processing of donations and supporting fundraising and engagement initiatives.

### Business Context

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

We are an agency of the Uniting Church in Australia (UCA), working exclusively through collaboration with 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 significant existential issues identified by our partners, such as poverty, gender equality, disaster preparation, climate adaptation, and organisational capacity. The Agency only supports locally led initiatives, translating the rigorous principles of sustainable community development into the shared language of the Christian faith. UnitingWorld is committed genuine mutuality with our partners, transparency, accountability, and strong governance.

UnitingWorld has a strong supporter base within the UCA. 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.

### Working relationships:

Reports to: Head of Fundraising Communication

Internal: Fundraising and Communications teams

External: Supporters and potential supporters

### Location of Role

Sydney based

### Key Responsibility Areas

#### Processing mail and preparation of donations received

Manage incoming mail - date stamp and record as necessary. Record revenue received in mail book and tally cheques, cash, credit card donations. Follow UnitingWorld Mail processing procedures.

#### Donor Data and Processing Management

Accurate and timely processing of all donations received by UnitingWorld, ensuring appropriate receipting and maintenance of donor records within the CRM. This includes maintaining data integrity through regular updates and record management, ensuring donor privacy and compliance with data security. The role also involves maintaining secure storage of financial and donor documentation.

#### Donor Care and Enquiry Management

Act as the first point of contact for all donor enquiries, providing warm, timely, and professional responses across phone and email channels. Ensure a positive donor experience by addressing enquiries, fulfilling information or material requests, and maintaining a high standard of donor care.

#### Regular Giving Donor Care

Ongoing administration of the Regular Giving program, ensuring accurate and up-to-date donor and payment information within the CRM. This includes managing credit card updates, processing new enrolments,

monitoring monthly electronic fund transfers, and coordinating scheduled communications such as reminder letters and payment notifications to maintain donor engagement and retention.

### **Banking and Financial Administration**

Ensure the secure and accurate handling of all incoming funds, including the preparation and deposit of cheques and cash donations. Maintain clear and compliant banking records, donation reconciliation, and deposit documentation to support financial transparency and audit requirements.

### **Fundraising and Team Support**

Provide proactive administrative and operational support to the Fundraising and Church Engagement team, contributing to the smooth delivery of fundraising initiatives. Maintain and improve processes, support event and campaign activities, and actively participate in team meetings by reporting on donor transactions and communications. Uphold UnitingWorld's values and commitment to exceptional donor care, while engaging in ongoing professional development and training to enhance fundraising and communication capabilities.

## **Skills & Experience Necessary**

### **Essential**

- Ability to process donations quickly and accurately, with strong numerical competence.
- Strong interpersonal and administrative skills with exceptional attention to detail and accuracy.
- Experience in using software systems
- Proven ability to work both independently and collaboratively within a team environment, taking ownership of tasks and outcomes.
- Flexibility to work full-time during periods of leave coverage or peak workload with reasonable notice.
- Preparedness to work within the ethos and practice of UnitingWorld and the Uniting Church in Australia
- Must have the right to live and work in Australia (citizen or PR).
- Must have national police clearance and working with children check.

### **Desirable**

- Experience in community services or not-for-profit sector.
- Experience using Salesforce and SharePoint
- An understanding of church or faith-based organisations.
- Organisational Knowledge
- Teamwork and Collaboration
- Donor Care and Customer Service experience

*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.*