

## **JOB AD**

### **DONOR CARE OFFICER | UNITINGWORLD**

- **Use your administrative and donor care skills to support meaningful work worldwide**
- **Join a purpose-driven team dedicated to justice, partnership and positive global impact**
- **Enjoy a flexible part-time role – 19 hrs per week, with potential to go full-time**

**Location:** Sydney CBD, 2000

**Organisation:** UnitingWorld

**Type:** Part-time (19 hours per week/ 0.5FT)

#### **About UnitingWorld**

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 to genuine mutuality with our partners, transparency, accountability, and strong governance. We have a strong supporter base within the UCA and 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.

#### **About the Role**

Join UnitingWorld's Fundraising and Communications team and help connect Australians with life-changing work across the Pacific, Asia and Africa.

As a Donor Care Officer, you'll be the first point of contact for our supporters, providing warm, professional donor care while ensuring donations are processed accurately and efficiently. From managing regular giving and maintaining donor records to supporting fundraising campaigns, your attention to detail and care for people will make a real impact every day.

This role is central to building strong supporter relationships and ensuring smooth operational processes that underpin our fundraising success. You will combine precision in financial administration with a genuine commitment to exceptional service, helping us deliver programs that tackle poverty and injustice worldwide.

### **Key Responsibilities:**

- Process incoming mail and donations, maintaining accurate donor and revenue records
- Ensure timely, accurate processing of donations and up-to-date donor records in the CRM system (Salesforce)
- Maintain the secure storage of financial and donor documentation
- Respond warmly and professionally to donor enquiries via phone and email
- Administer the Regular Giving Program, including payment updates, processing new enrolments, monitoring monthly transfers and coordinating scheduled communications
- Secure handling of banking tasks, donation reconciliation, and compliant record-keeping to support financial transparency and audit requirements
- Provide administrative and operational support to the Fundraising and Church Engagement team, including improving processes, supporting campaigns and event activities, and contributing to team meetings through donor reporting and communication updates

### **About you:**

- Previous experience in the community services or non-profit sector, an understanding of church or faith-based organisations and prior donor care experience is desirable.
- Demonstrated administration and customer service experience
- Strong numerical skills with the ability to process donations quickly and accurately
- Excellent interpersonal and administrative skills with strong attention to detail
- Strong computer literacy, with MS Office proficiency and experience using CRM or other software systems (experience with Salesforce and Sharepoint are desirable)
- Ability to work independently and collaboratively within a team
- Sydney-based, with the ability to manage physical mail onsite
- Availability to work Tuesdays, Thursdays and on an ongoing basis
- Flexibility to work full-time during periods of leave coverage or peak workload with reasonable notice. Standard hours apply for most of the year. Full-time hours are required during annual leave cover and key campaign periods.
- Commitment to the ethos of UnitingWorld and the Uniting Church in Australia

\* This role requires the right to live and work in Australia (citizen or permanent resident), a valid Working with Children Check, and a willingness to undergo a national police check.

### **Why Join Us?**

At UnitingWorld, you'll join a supportive, values-driven team working with global partners to strengthen communities and promote justice. We work collaboratively and take a relationship-centred approach in everything we do.

Ready to bring your administrative and interpersonal skills to a place where your contribution genuinely matters, and your work supports meaningful, long-term change? If you're passionate about our mission and bring administrative or customer service experience, we'd love to hear from you - even if you don't meet every requirement.

**Applications close 13<sup>th</sup> February**

Please submit your resume and cover letter to [careers@nswact.uca.org.au](mailto:careers@nswact.uca.org.au)