

Position Title:	Fundraising Administration Officer (Part Time)
Business Unit:	Volunteer Services
Reports To:	Fundraising Manager
Conditions:	Permanent; Part Time role; 20 hours per week; Mt Waverley
Internal Liaisons:	All Staff, Division Managers, First Aid Services & Community Care Volunteer Branches, Marketing.
External Liaisons:	Donors, volunteers and supporters
Role Overview:	<p>The Fundraising Administration Officer role supports the Fundraising Manager, with general administration duties for fundraising in the areas of:</p> <ul style="list-style-type: none"> • Submissions to Trusts, Foundations, Government and local government bodies and other potential donors. • Donor Acquisition Campaigns • Community Fundraising activities and events • Direct Marketing Appeals
Key Performance Indicators	<p>Key Performance Indicators for this role include:</p> <ul style="list-style-type: none"> • Management of multiple tasks • Ensuring deadlines are met, and appropriate timelines are applied to projects • Ensuring activities are consistent with the mission and values of St John • Providing support for growth in income in fundraising
Key Responsibilities of the Position:	<p>This role is primarily responsible for general administration duties for the department, including telephone enquiries, correspondence and reporting.</p> <ul style="list-style-type: none"> • Monitor and respond to the Trust and Foundations calendars, application processes deadlines and acquittal procedures. • Manage and maintain DonMan database, including data entry, producing reports and updating donor information • Maintain reporting systems which keep accurate records and files. <p>Assist and support the Fundraising Manager with:</p> <ul style="list-style-type: none"> • Liaison with donors and potential donors on the telephone and in writing. • Community fundraising initiatives and events.

	<ul style="list-style-type: none"> • Direct marketing appeals and donor acquisition campaigns.
Key Behaviours:	<p>Leadership</p> <ul style="list-style-type: none"> • Ability to maintain high performance standards when under pressure or when dealing with unfamiliar situations. • Ability to gain the respect and confidence of staff, volunteers, colleagues and donors. <p>Demonstrating Understanding</p> <ul style="list-style-type: none"> • Demonstrated understanding of St John business volunteer ethos <p>Communication</p> <ul style="list-style-type: none"> • Understands and reacts appropriately to sensitive issues.
Key Accountabilities:	<p>Administration</p> <ul style="list-style-type: none"> • Provide efficient, effective and high quality administrative support for the Fundraising Manager and the Department. This will include but is not restricted to regular activity reports, invoicing, , document presentation and database management. <p>Event Co-ordination</p> <ul style="list-style-type: none"> • Co-ordinate or be the point of contact for all event activity for the Department including social and official events, meetings and special occasions. <p>Database Management</p> <ul style="list-style-type: none"> • Manage and maintain DonMan database, including data entry, producing report, and updating donor details. <p>Trusts & Foundations</p> <ul style="list-style-type: none"> • Monitor and respond to the Trust and Foundations calendars, application processes deadlines and acquittal procedures. • Assist the Fundraising Manager to research, plan, develop and prepare well presented, inspiring and engaging submissions to relevant bodies. • Maintain regular research and monitoring of what is topical for funding amongst Trusts and Foundations. • Maintain the Evidence Based Requirement Register for funding needs from divisions and organisational areas.
Essential Skills:	<p>Communication</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills to enable effective and appropriate interaction with internal and external stakeholders. <p>Initiative</p> <ul style="list-style-type: none"> • Can take prompt action to accomplish objectives and achieve goals beyond what is required. • Demonstrates independent action through the identification of new ideas or potential solutions without prompting. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Establishes structured courses of action to ensure that work is

	<ul style="list-style-type: none"> • Allocates appropriate amounts of time for completing work, avoiding scheduling conflicts. • Takes advantage of available resources to complete work efficiently and co-ordinates with internal and external partners. • Excellent organisational skills and problem solving skills to effectively prioritise and meet designated timeframes; • Demonstrates empathy with the ethos of volunteering. • Develops and uses collaborative relationships to facilitate the accomplishment of quality and legislative requirements; <p>Personal Skills</p> <ul style="list-style-type: none"> • Highly motivated and enthusiastic, with excellent customer service skills. • Willingness to work flexibly and cooperatively in a team environment. • Professional presentation skills, confident and mature disposition.
Highly Regarded	<ul style="list-style-type: none"> • Relevant experience within a not for profit environment, including knowledge of fundraising principles and practices. • Previous experience with donor management/CRM systems • Ability to think outside of the square.
Essential Qualifications and Experience:	<ul style="list-style-type: none"> • High level skills in Microsoft Office suite • Current Victorian Driver's licence is essential.