

Position Description



Title	Supporter Services Administrator
Business Unit	External and Fundraising Partnerships Community and External Relations
Location	Flexible, though must be available to work in Melbourne CBD regularly
Employment type	Full Time, Ongoing
Reports to	Supporter Services Coordinator

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

Provide high quality customer service to donors and supporters, processing donations and providing administrative assistance to the division for all supporter activities.

3. Scope

Budget: Nil

People: Nil

4. Relationships

Internal

- Program and Service Delivery staff
- Finance
- Mission Partners

External

- Sister agencies in the Uniting brand
- Other Uniting Church agencies and organisations
- Members of congregations

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- Donors
- Supporters

5. Key responsibility areas

Administration and finance

- Deliver excellent customer service and donor care through all contacts points
- Maintain the accuracy of relevant databases/CRMs to support all fundraising programs including donor records management
- Monitor major channels for supporter enquiries (email, phone, mail)
- Support volunteer management across supporter services activities
- Act as a secondary contact for financial reconciliation of fundraising bank account, local donations and liaison with finance division to support monthly financial reporting
- Provide input to all divisional activities that engage supporters, assisting with organisation and logistics as required

People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- Secondary qualifications
- Professional qualifications in fundraising or administration are highly desirable.

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Experience

- Demonstrated experience of general administrative work, including record keeping and computer skills, preferably in a large, complex organisation.
- Experience in data security & privacy including the Australian Privacy Principles and PCI compliance.
- Proven experience in identifying and implementing improvements to operational processes.
- Financial management experience
- Knowledge of donation administration and multi-channel communications in a fundraising environment is desirable
- Knowledge and understanding of Customer Relationship Management Systems or similar databases

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Complexity:** ability to work effectively and positively within complexity and ambiguity.
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Influence and negotiation:** Ability to give and gain cooperation at all levels.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Communication:** Outstanding verbal and written communication, ability to relate meaningfully to people at all levels and ability to explain complex technical matters clearly and succinctly.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		