

## **Job Description: Fundraising & Community Engagement Officer (Queensland)**

**Reports To:** Fundraising Manager – Queensland

**Location:** Queensland (with travel across the state as required)

**Employment Type:** Permanent, Full-Time

**Direct Reports:** Volunteers

### **About Islamic Relief Australia**

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of race, political affiliation, gender, or belief.

Established in 1984 in response to famine in Africa, Islamic Relief has grown into a respected aid agency providing disaster relief and supporting the sustainable development of vulnerable communities in over 40 countries.

Islamic Relief Australia (IRAUS) is part of the global Islamic Relief family. With an annual turnover of approximately \$15 million, IRAUS employs around 20 staff and 150 volunteers nationally to deliver humanitarian, development, and welfare projects both locally and internationally.

IRAUS is an active member of the **Australian Council for International Development (ACFID)** and adheres to its **Code of Conduct**, ensuring high standards of governance, accountability, and transparency.

### **Purpose of the Role**

The Fundraising & Community Engagement Officer will play a vital role in growing Islamic Relief Australia's presence and impact across Queensland.

This position focuses on grassroots fundraising, community relationship-building, strengthening partnerships, and volunteer development to expand donor reach, diversify income streams, build brand trust, and increase income and awareness through innovative, community-driven initiatives.

### **Key Responsibilities**

#### **1. Fundraising & Campaigns**

- Plan, deliver, and grow regional fundraising initiatives including events, collections, activities, and mini-campaigns.

- Lead and support **volunteer-led peer-to-peer (P2P)** fundraising, empowering volunteers to develop their own initiatives across schools, universities, workplaces, mosques, and businesses.
- Organise and execute **diverse campaigns** such as Charity Week, local and international challenges, business collaborations, and other creative activities.
- Develop and maintain relationships with **mosques, schools, universities, local businesses, and community groups** to expand IRAus's reach and fundraising potential.
- Coordinate and run regular **mosque collections** and community engagement activities across the region.
- Represent IRAus at public and community events, and where suitable, **deliver khutbahs or presentations** to inspire support and giving.
- Support the Fundraising Manager with **direct solicitation (DS) initiatives** and local fundraising appeals during key campaigns such as Ramadan and Qurban.
- Ensure adherence to **fundraising regulations, internal financial procedures, and cash-handling policies**.
- Assist in expanding IRAus into **new and prospective communities**, such as Cairns and other regional hubs.

## **2. Volunteer Development**

- Recruit, train, and motivate volunteers to become active representatives and fundraisers for IRAus.
- Coordinate volunteer participation in collections, events, and campaigns, ensuring they are well supported and briefed.
- Maintain regular contact with volunteers to ensure engagement, retention, and recognition.
- Support the creation of a structured volunteer program aligned with IRAus's mission and values.

## **3. Donor Engagement & Data Management**

- Support donor engagement and retention through consistent follow-ups, appreciation efforts, and reactivation of lapsed donors.

- Analyse donor and campaign data to identify growth opportunities and outreach priorities.
- Maintain accurate financial and donor records using IRAus's fundraising database and systems.
- Uphold an excellent **supporter experience** and ensure all interactions align with Islamic Relief's values.

#### 4. Community Engagement & Partnerships

- Build and strengthen partnerships with **community leaders, mosques, schools, universities, and local businesses**.
- In an IRAus capacity, support and assist the local community with any reasonable requests.
- Identify new outreach opportunities and collaboration prospects with like-minded organisations.
- Promote IRAus's humanitarian and development work in local communities to raise awareness and support.
- Work with internal teams (Programs, Communications, Supporter Relations) to ensure consistent messaging and coordination.

#### 5. Administration, Compliance & Reporting

- Ensure that all fundraising income is collected, processed, and banked in line with IRAus's **financial policies and procedures**.
- Maintain adequate supplies of fundraising materials, merchandise, and equipment.
- Prepare and submit regular activity and performance reports to the Fundraising Manager.
- Comply with **Charity Law, Data Protection legislation, and the Fundraising Regulator's Codes of Practice**.
- Perform other reasonable duties as required to support the regional fundraising strategy.

#### Key Working Relationships

- Fundraising Manager – Queensland
- National Fundraising & Community Relations Team
- Volunteers and community partners
- Programs and Communications teams
- Supporter Relations Unit

## Person Specification

### Essential

- Experience working or volunteering in a fundraising, community engagement, or customer-focused role.
- Proven ability to manage multiple projects and meet deadlines in a fast-paced environment.
- Strong interpersonal and communication skills – able to engage confidently with a wide range of stakeholders.
- Excellent organisational skills with attention to detail and reliability.
- Sound numeracy and data entry skills.
- Knowledge of and connection to the **local Queensland community**, including mosques, schools, and community groups.
- Ability to work both independently and collaboratively within a team.
- High motivation, energy, and commitment to the mission of Islamic Relief.
- Understanding and use of **social media platforms** (Facebook, Instagram, X, TikTok) for engagement.
- Flexibility to work evenings, weekends, and travel across the state for events and collections.
- Current **Australian driver's licence** and access to a vehicle.
- Respect for and alignment with **Islamic Relief's humanitarian values**.

### Desirable

- Experience delivering talks, khutbahs, or public presentations.
- Previous involvement in volunteer management or grassroots fundraising.

- Familiarity with donor databases or CRM systems.
- Experience in the not-for-profit sector or with community-based organisations.
- Cross-cultural communication skills and understanding of Islamic faith values.

### **Personal Qualities**

- Highly ethical and respectful of IRAus's values, culture, staff, volunteers, and stakeholders.
- Strong sense of accountability, transparency, and results focus.
- Self-motivated with the ability to work independently.
- Flexible and adaptable to work outside regular hours when required.
- Excellent teamwork and relationship-building skills.

### **Why This Role Matters**

This role is pivotal to the continued growth of Islamic Relief Australia in Queensland.

It will strengthen IRAus's **grassroots presence, volunteer capacity, and fundraising diversity**, ensuring long-term sustainability and greater impact for communities in need - both locally and globally.