Islamic Relief Australia
Job Description

POSITION: **Supporter Services and Systems Manager**

LOCATION: **Sydney**

REPORTING TO: **Director of Fundraising & Community Relations**

EMPLOYMENT STATUS: **Full-Time**

DIRECT REPORTS: **1 x Systems & Database Coordinator (F-T)**
                                            2 x Supporter Services Officer/Coordinator (P-T)

ABOUT ISLAMIC RELIEF:

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 the widespread famine in Africa, Islamic Relief has grown to be a well-known and respected aid agency providing disaster relief and supporting the sustainable development of vulnerable communities in over 40 countries. Islamic Relief is a member of the UK Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief Australia (IRAUS) is member of the global Islamic Relief group of collaborating relief organisations that share a common vision, mission, and family identity, and all of which use the term "Islamic Relief" as part of their organisational name.   Islamic Relief Australia has an annual turnover of approximately $10 million and employs 19 staff and over 150 volunteers throughout Australia to support local and international emergency, welfare and development projects, as well as fundraising and advocacy work.

Islamic Relief Australia has a diverse portfolio of humanitarian, welfare and development projects being directly implemented by Islamic Relief staff and volunteers or through partnerships with local not-for-profit and community based organisations.   A new five year Program Strategy has been approved with a focus on humanitarian and development projects internationally and within Australia.

Islamic Relief Australia is an active member of the Australian Council for International Development (ACFID) and adheres to the ACFID Code of Conduct which defines minimum standards of governance, management and accountability of development for non-government organisations (NGOs).

PURPOSE OF THE POSITION

The Fundraising and Community Relations (FCR) department works to develop and implement strategies to increase the outreach of IRAUS and its fundraising income through community engagement, the implementation of a range of fundraising initiatives, and through the acquisition, nurturing and retention of supporters.

Due to the growth of the organisation, the Fundraising and Community Relations (FCR) department has created this new position for the Supporter Services and Systems Manager.

The Supporter Services and Systems Manager is a critical role which is responsible for ensuring that donors are receiving excellent customer services and maintaining the integrity of data and information in all our supporter services systems.This role is a key contributor to the achievement of the growth and quality development targets within the IRAUS' Strategic Plans. You will be overseeing all customer services provided to current and potential donors as well as ensuring that we meet all our compliance and ethical obligations.

All IRAUS positions are required to work in respect of Islamic Relief's vision, mission and values, and demonstrate our principles of humanity, honesty, respect and fair treatment towards all internal and external stakeholders.

ORGANISATIONAL CHART
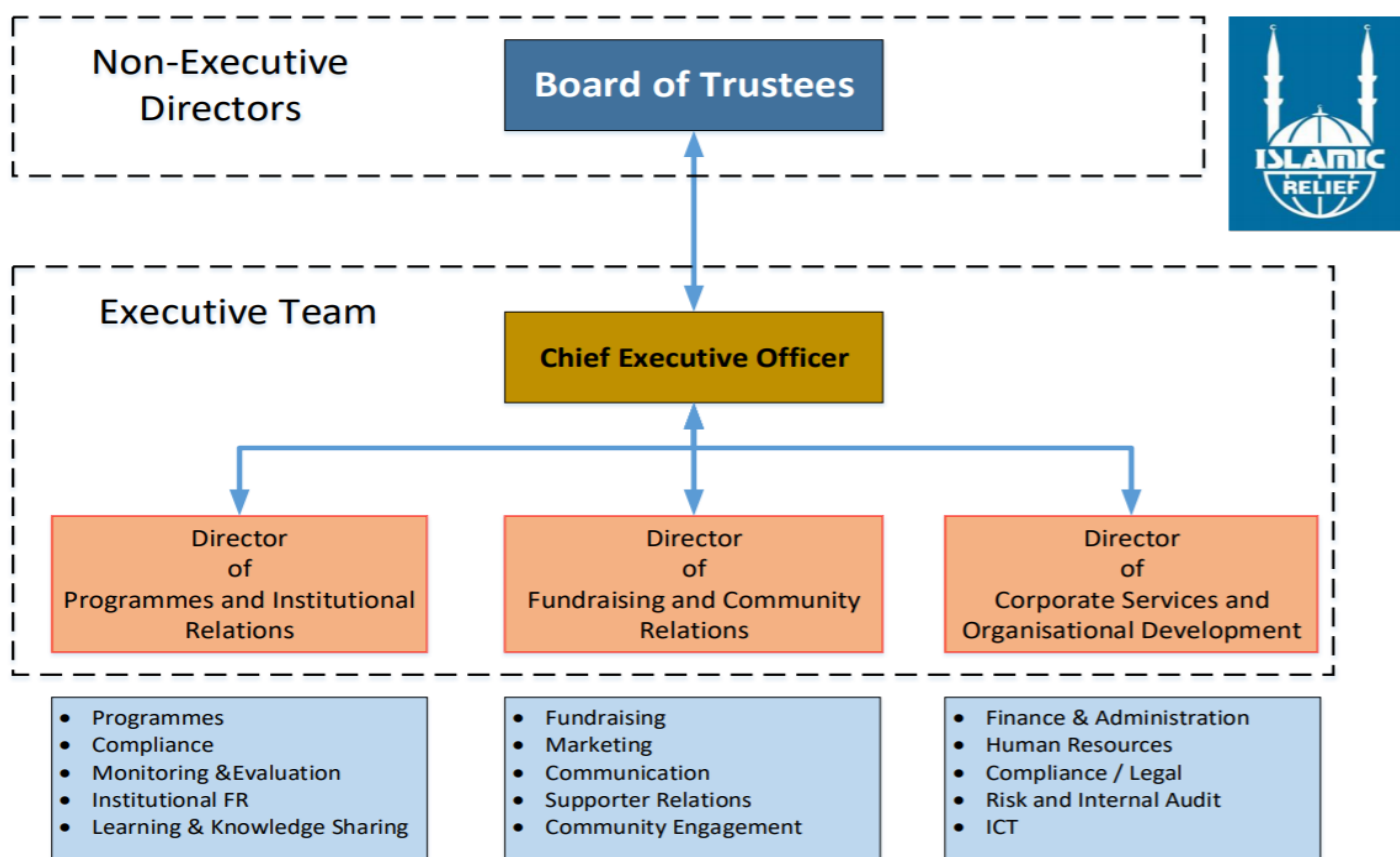
KEY ACCOUNTABILITIES

1. Leadership and management of supporter services team.
2. Strategic direction, planning, policy and procedure development
3. Delivering excellent donor services
4. Database and systems management.
5. Fundraising, Moves Management and Prospecting

KEY RESPONSIBILITIES AND DUTIES

Leadership and management of supporter services team

- Manage and motivate professional and innovative supporter services team – seeking continuous improvement through supervision and performance appraisal
- Provide technical advice, guidance and support to team members responsible for key functions including fundraising, systems and database administration, and supporter relations.
- Contribute to the development of a "learning and communicating culture" within the FCR team and the organisation as a whole
- Demonstrate strong leadership and commitment in support of, Director of Fundraising and Community Relations, through adherence to Equal Opportunity, Equity and Diversity and all policies aimed at ensuring the well-being of employees and volunteers
- Support in selecting and recruiting staff to best meet the operational needs of the team; to follow and promote the IRAUS policy and procedure and ensure that staff and volunteers are responsible in their actions and aware of WHS obligations

Strategic direction, planning, policy and procedure development

- Work closely with the FCR Director to develop a supporter services strategy in line with the IRAUS overall strategy.
- Develop annual work plans for the supporter services team in line with the supporter services strategy.
- Support the FCR Director in the Annual budgeting process and take responsibility of the supporter services and systems budgets.
- Participate in the annual planning process for FCR and support the FCR Director in implementing the FCR strategy.
- Draft relevant policies and procedures to meet or exceed industry standards reflected ACFID Code Compliance and DFAT ANCP criteria, where relevant
- Develop and deliver policy and procedure training and "roll out" to IRAUS Board, staff, volunteers and partners as required
- Ensure that IRAUS is truthful and ethical in its collection, retention and use of donor data

Delivering excellent donor services

- Act as the role model for your supporter services team and lead by example.
- Oversee the IRAUS supporter Journey from Acquisition, throughout the donor lifecycle and value overtime.
- Oversee the supporter relations and services functions to deliver outstanding donor satisfaction and minimise donor attrition.
- Build the Supporter Relations capacity to support the fundraising programs in achieving their objectives.
- With the Director of FCR, oversee and ensure effective management of all financial functions relating to fundraising income of the organisation
- Ensure that fundraising income procedures are efficient, meet donor requirements, and are documented to ensure cross-organisation understanding and implementation
- Strengthen, improve and streamline fundraising income systems, procedures and internal controls

Database and Systems Management

- Oversee the Raisers' Edge CRM and its development and integrations with all relevant systems.
- Support the DBA and ensure that all stakeholders have appropriate training and access to the FCR systems.
- Together with the FCR Director, develop and revise all FCR guidelines relevant to Supporter Services and Fundraising Systems.
- Oversee the monthly charging cycle and support the regular giving program
- Oversee Salesforce run by IRW for Al-Yateem Sponsorship Program
- Maintain the accuracy of constituent biographical data through audit and ongoing clean-up of data
- Remain current with trends in philanthropy as they relate to the technical development of various fundraising/philanthropic platforms and recommend on a case-by-case basis whether new technologies should be implemented by IRAUS

Fundraising, Moves Management and Prospecting

- Support the FCR Director, Fundraising Manager and key stakeholders in the development and implementation of the Prospecting and Moves Management systems for IRAUS to achieve its fundraising Goals and Objectives
- Integrate all Donor and Supporter Services touch points from the Moves management systems into the Donor Journey and Lifecycle.
- Identify potential donors through the Donor journey and create relevant assignment to fundraisers
- Identify and manage potential external fundraising channels working closely with FCR director.

KEY RELATIONSHIPS AND AUTHORITY
- Technical expert advisory relationship to the Executive Committee
- Key member of the FCR team providing regular support to the FCR Director.
- Close regular liaison with the Director of Programs and Director for Corporate Services and their respective teams
- Engagement with ACFID and other industry networks as required
- Regular liaison with Islamic Relief Worldwide (UK based) and IR Partners
- Engagement with ACFID, FIA, Blackbaud and other industry experts

SKILLS, EXPERIENCE AND QUALIFICATIONS
Knowledge, Skills and Qualifications
- Graduate qualification in information technology, system administration, database administration, customer service or other relevant field.
- Expert technical knowledge of CRMs
- A minimum of 5 years' experience in a similar role in the Not-for-Profit or social justice sector in Australia
- Excellent time management and organisational skills i.e. ability to prioritise and plan work, set and achieve deadlines, establish and maintain monitoring systems etc.
- Strong facilitation and networking skills to build and manage diverse internal and external relationships
- Excellent written and verbal communication skills in English with the demonstrated ability to produce compelling and persuasive communications and "calls to action". Additional relevant language skills will be highly regarded
- Cross cultural communication skills and knowledge of Islamic faith values and faith inspired giving
- Engaging interpersonal skills and an ability to provide effective staff/volunteer supervision and technical assistance and coaching support to a broad range of people from a variety of backgrounds and experiences
- Excellent analysis and reporting abilities; ability to independently assess needs and develop creative

solutions
- Demonstrated ability to exercise sound judgement and initiative where procedures are not clearly defined

Personal qualities
- Highly ethical and respectful towards the organisation's values and culture, its staff and volunteers and all stakeholders
- Ability to cultivate and maintain effective teamwork and collaborative relationships
- High level of accountability and transparency
- Results-focused with an ability to plan and deliver towards objectives
- Comfortable with experimentation and in taking calculated risks in order to innovate
- Self-motivated and demonstrated ability to work independently / autonomously
- Flexibility, including willingness to work outside office hours as the role requires
- Commitment to Islamic Relief Australia's values and standards of safety of children and protection from sexual exploitation and abuse in all our activities.

Signed by: _____ (Director Fundraising & Community Relations) Date: _____

Signed by: _____ (CD/CEO)　　　Date: _____