

Islamic Relief Australia

Job Description

POSITION: Donor Services Officer/Fundraiser
LOCATION: Brisbane, QLD
REPORTING TO: Supporter Services and Systems Manager and Programs Director

EMPLOYMENT STATUS: Part-time

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. Islamic Relief has Established in 1984 in response to the widespread famine in Africa, and 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 being 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 Donor Services Officer's primary responsibility is to provide great donor support and serve as our principal operator. You'll be in charge of delivering customer support to current and potential donors as well as handling donor administration.

Second, Fundraisers organise and manage campaigns, stalls and events to raise money and other donations for a cause. They ensure that campaigns are successful by researching potential donors and reviewing previous donors' data.

Also, you will assist the corporate services team in maintaining a positive work environment and providing administrative support to the executive team, reporting to Supporter Services and Systems Manager and Programs Director

All IRAUS employees must operate in accordance with Islamic Relief's vision, mission, and values, and demonstrate our values of humanity, honesty, respect, and fairness to all internal and external stakeholders.

KEY ACCOUNTABILITIES:

1. Act as the main receptionist for the office.
2. Delivering excellent donor services and community engagement.
3. Delivering excellent office admin support.

KEY RESPONSIBILITIES AND DUTIES

1. Reception duties

- Open and close the reception desk
- Ensure tidy and welcoming office environment
- Answer the phone and respond to the info email account.
- Handling office mail and phone.
- General administration tasks.

2. Donor Services (Supporter Relations):

- The donors 'first port of call' for all enquiries.
- Providing excellent customer service to current and potential donors
- Handling all donor enquiries: walk-ins, telephone and email
- Handling donations and cash box as well as bank deposits.
- Donation Processing and CRM data entry accurately - Supporting Data Base Administrator.
- Inbound and Outbound calls as part of the donor services requirements.
- Deliver outstanding Supporter Services.
- Maintain accurate database records and perform updates to donor profiles and donor acknowledgements.
- Working to high standards to ensure donor communication is delivered promptly and accurately.
- Research prospective donors
- Arrange for fundraising campaigns or events.
- Evaluate the success of previous fundraising events
- Train volunteers in fundraising procedures and practices
- Support the community engagement activities such as events, stalls, open days
- Support the community engagement activities in relation to volunteers.

3. Office Administration

- Procure office consumables e.g., Coffee, stationery etc.
- Liaise with preferred travel provider and procure travel/accommodation as required

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- Organising catering and booking for external meetings and internal functions
- Filling out documents
- Sending parcels
- Maintaining office in order
- Postal services
- Inducting and managing volunteers

KEY RELATIONSHIPS AND AUTHORITY

- Member of the Fundraising and Community Relations (FCR) Team
- Member of the Supporter Services and Systems team (SCS)

1. Knowledge, Skills and Qualifications

- Any qualifications in administration, customer service, marketing, communications, community development or other relevant field will be advantages
- Minimum of 12 months experience in customer/supporter services/relationship management role.
- Experience working with a relational database or other data management systems.
- Excellent time management and organisational skills
- Excellent written and verbal communication skills in English. Additional relevant language skills will be highly regarded.
- Cross cultural communication skills and knowledge of Islamic faith values.
- Knowledge of best practice donor care and maintaining a donor centric methodology to enhance donor satisfaction.
- Proven high level of customer service and relationship building skills.
- Strong computer skills including Microsoft Office and ability to learn new database systems quickly.
- Previous experience with the Raisers Edge CRM will be an advantage.

2. Experience

- Experience in providing high level of customer service and relationship building work.
- Experience in office administration and / or data entry work.
- Demonstrated experience in:
- Various software applications including Office 365, Word, Excel and PowerPoint.

3. Personal qualities

- Highly ethical and respectful towards the organisation's values and culture, its staff, volunteers and all stakeholders.
- Ability to cultivate and maintain effective teamwork and collaborative relationships.
- High level of accountability and transparency.
- Can do attitude and positive outlook
- Dependable and timely

Signed by: _____ (Line Manager) Date: _____

Signed by: _____ (CEO) Date: _____