

POSITION DESCRIPTION

POSITION TITLE: Officer, Supporter Relations

NAME OF POSITION HOLDER:

DEPARTMENT: Fundraising

SIGNATURE:

TITLE OF SUPERVISOR: Manager, Supporter Relations

NAME OF SUPERVISOR:

SIGNATURE:

For office use only

Position Number:

1. PURPOSE OF POSITION

The Officer, Supporter Relations has a critical role in building strong relationships between The Royal Children's Hospital (RCH) Foundation and its supporters. The role is responsible for providing excellent customer service to supporters on the phone, in person and by accurate and timely data entry. The key outcome of this role is stronger relationships between supporters and the organisation, reflected in their retention and increased commitment.

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Manager, Supporter Relations

Positions that report to this position:

NIL

Positions that also report to this supervisor

Coordinator, Direct Marketing

Officer, Database

Coordinator, Research

3. ORGANISATIONAL CONTEXT OF POSITION

Founded in 1989, the RCH Foundation is the fundraising arm of The Royal Children's Hospital, Melbourne, one of the world's leading children's hospitals. The Foundation has the vital role of raising and distributing donated funds to the hospital. While a legally separate organisation the Foundation works closely with the RCH and its Campus Partners (MCRI and UoM) in achieving its vision. The people of Victoria love the RCH and in giving to the Foundation, whether through linked fundraising appeals like the Good Friday Appeal or Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the Foundation is therefore a custodian of these donated funds, the Foundation takes seriously its role for and on behalf of those donors.

Generous community support helps to sustain the hospital's role as international leader tackling some of the world's biggest health issues, and the Foundation supports a vast network of fundraisers and donors. Donated funds drive the hospital's growth, are utilised for purposes of medical excellence, and support only the most innovative, life-changing programs and initiatives – that would otherwise not exist - in the areas of research, leadership, training, technology, equipment, and patient and family centred care.

Over the next few years, the Foundation will be building on its strong base to increase the funds raised and will focus on responding to the exciting challenges and opportunities presented.

Vision

We are The Royal Children's Hospital Foundation and we are changing the future of children's health. Our vision is that the RCH, founded in

philanthropy, supported now and in the future, will have the capacity to transform health care for children and young people.

Mission The people of Victoria love the RCH and they want it to be the best. We inspire our community to invest in the hospital's future by supporting care, treatment, research and learning that will improve the lives of young people and their families

Values

- We show integrity in all our interactions, being moral, ethical, honest, transparent and trustworthy.
- We display humility, being modest, not self-important; confident and dealing with others.
- We show gratitude and appreciation for the efforts of our donors and our colleagues.
- We are compassionate showing empathy in our dealings with everyone.
- We are inclusive and respectful. We show loyalty and understanding.

The result of these values translates into action. We are known for delivery on our commitments.

4. NATURE AND SCOPE OF POSITION

4.1 Work Performed

The Officer, Supporter Relations reports to the Manager, Supporter Relations. The role works closely with the wider fundraising and finance teams, as well as regularly collaborating and engaging with staff across the organisation. The incumbent will contribute towards improving the effectiveness of systems being managed including the refinement and development of processes.

The role assists in building supporter relationships by providing prompt, friendly and efficient services when responding to donor mail, phone, email and online enquiries. Key tasks include supporter assistance, complaint handling and data entry, ensuring that donations are processed with a high level of accuracy in a timely manner and supporter queries are addressed.

4.2 Challenges and problem solving

Major challenges currently facing the position include:

- Understanding the database and its structure
- Supporting the Supporter Relations team in a time of change and growth
- Helping to manage and build relationships with supporters to improve loyalty and retention of donors
- Remaining flexible in a time of change
- Prioritising a busy workload

4.3. Decision-making

The Officer, Supporter Relations is responsible for assisting the Manager, Supporter Relations in their role to improve donor relations and the donor database, to ensure

relationships with donors are protected and nurtured. This position, although working under supervision, needs to be able to at times work autonomously and use initiative.

This role has limited decision making capacity and some management of volunteers or casual staff at peak times.

4.4. Communication

Internal

- Other Foundation staff – act in accord with the Foundation’s values and create a team environment that works towards the success of the enterprise.
- Work closely with other fundraising team members
- To be part of the team, and join in our flexible, supportive and passionate working environment with good humour and a positive attitude

External

- Donors and supporters
- Temp staff and volunteers

4.5 Key accountabilities (responsibilities) and outcomes

Primary responsibilities of the role are:

- Accurately and efficiently managing all supporter financial interactions, including the processing, banking, coding, reconciliation and receipting of donations (48 hour turn around in receipts to donors). Liaising with the Finance team to ensure that the financial records required for audit or authentication of donations in line with audit, privacy and data protection requirements.
- Managing donation related phone, mail, email and online enquiries from supporters responding to their requests for information and resolving complaints.
- Ensuring donor record integrity, providing excellent attention to detail and accurate input of donor information into the Foundation’s database
- Retaining and developing Foundation supporters by promoting ways they can support the hospital; directing enquiries to appropriate staff where required;
- Assisting with supporter response during major campaigns, including donation recording, receipting, updating communication preferences and monitoring/responding to feedback
- Supervising volunteers and managing their training and performance during peak campaign periods and when they undertake database maintenance
- Assisting with the regular giving program administration, including creating new regular giving records, updating schedule and payment details, processing monthly regular givers debit, banking and reconciliation processes and assist with donor retention communication;
- Contributing to the improvement of Supporter Relation systems and processes; including supporting other staff members, assisting with system procedure documentation and providing timely reports on any system failures
- Participating in the planning and executing of Marketing activities when required; and
- Other duties across the Foundation consistent with the position, as required.

- Support and model the values and behaviours of the Foundation and the RCH

Key outcomes expected in the role are

- An increase in the retention of Foundation supporters.
- Provision of the highest quality of customer service including, ensuring that supporter enquires are dealt with in a timely and professional manner and the accuracy of data input.
- All processing and record-keeping is updated accurately, on time, in line with business rules and service standards.
- Improvements to the effectiveness and efficiency of Supporter Relations processes and those of the wider Fundraising team.

5 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Key Selection Criteria

Essential

- Demonstrated commitment to the RCH Foundation's vision and values and a working style that reflects these
- Demonstrated ability to develop and manage strong customer/supporter relationships
- Demonstrated experience in the management of data and attention to detail in transaction processing with a high level of accuracy
- Excellent inter-personal and oral communication skills, including the ability to communicate with people from a broad range of backgrounds. Good written communication skills
- Demonstrated problem solving ability and proactive work attitude
- Ability to work within a team structure and to take responsibility for the completion and delivery of tasks
- Computer literacy including experience in using a customer relationship management database, as well as word processing, email and spread sheet applications

Desirable

- Experience with Salesforce software
- Knowledge of OH&S and risk assessment procedures and requirements
- Experience in the not-for-profit sector
- Experience working with volunteers

6 PERFORMANCE INDICATORS

To be developed with a personal work plan.

AGREEMENT TO THIS POSITION DESCRIPTION -

Signed for and on behalf of Sue Hunt,
Chief Executive Officer
The Royal Children's Hospital Foundation

Signed by the Appointee
Appointee Name:

Signature:

Signature:

Date:

Date:

MORE INFORMATION AND HOW TO APPLY

- Applications must address the Key Selection Criteria in the position description. Applications that do not address the Key Selection Criteria will not be considered
- For further information or queries about this role, please contact Ryan Brown, Director Fundraising on 9345 5140 or email jobs.foundation@rch.org.au
- Send your application, including your CV, and your response to the Selection Criteria to jobs.foundation@rch.org.au by COB on Friday 23 March