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| **POSITION DESCRIPTION** | | | |
| **POSITION TITLE:** | **Supporter Relations Officer** | | |
| **NAME OF POSITION HOLDER:** |  | | |
| **DEPARTMENT:** | Fundraising | | |
| **SIGNATURE:** |  | | |
|  |  | | |
| **TITLE OF SUPERVISOR:** | Manager, Supporter Relations | | |
| **NAME OF SUPERVISOR:** | Ben O’Connell | | |
| **SIGNATURE:** |  | | |
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| For office use only |  | | |
| Position Number: |  | | |
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**1. PURPOSE OF POSITION**

The Supporter Relations Officer has a critical role in building strong relationships between the 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 the timely accurate recording of donations and production of receipts for supporters as well as internal support across the RCH Foundation.

**2. ORGANISATIONAL RelationshipS**

**Position Title of Supervisor:**

Manager, Supporter Relations

**Positions that report to this position:**

**NIL**

**Positions that also report to this supervisor**

Supporter Relations Coordinator

Database Officer

**3. Organisational Context OF POSITION**

Founded in 1989, The Royal Children’s Hospital (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**

**Integrity**

*Moral, Ethical, Honest, Transparent and Trustworthy*

We show integrity in all our interactions.

We build trust with our communities by being transparent and by respecting our donors, suppliers and colleagues.

**Gratitude**

*Gratitude and appreciation guide what we do*

We are grateful to work in an organisation where young lives are being changed.

We appreciate the generosity of our donors, the support of our colleagues and the

respect of our community.

We are grateful for the love the community demonstrates for our children.

**Innovation**

*Change and creativity are central to who we are*

We empower each other to explore new ways to innovate and change.

We support medical innovation and we enable the RCH to break new ground.

**Excellence**

*Beyond best practice*

We hold ourselves to the highest standard.

We are professionals in our field with a burning desire to pursue excellence.

Our action orientation coupled with reflective practice drives growth and leads to significant impact for the hospital and our donors.

**4. NATURE AND SCOPE OF POSITION**

**4.1 Work Performed**

The Supporter Relations Officer 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. Participating in the key tasks of 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.

**Database Migration**

This position will play a key role in the RCHF’s database migration by providing support in ensuring the continuation of the Foundation’s receipting and processing procedures. This position will further support the migration by acting as the subject matter expert in relation to donation processing and receipting.

**4.2 Challenges and problem solving**

Major challenges currently facing the position include:

* Understanding the database (Salesforce)
* Providing internal support to colleagues with regards to Salesforce
* Helping to manage and build relationships with supporters to improve loyalty and retention of donors
* Prioritising a busy workload
* Meeting the Foundation’’s deadlines during the database migration
  1. **Decision-making**

The Supporter Relations Officer 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 requirements and some management of volunteers or casual staff at peak times.

* 1. **Communication**

**Internal**

* Other RCH 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
* Temporary staff and volunteers
  1. **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 RCH Foundation 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 Salesforce database
* Retaining and developing Foundation supporters by promoting ways they can support the hospital; directing enquiries to appropriate staff where required;
* Managing 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

Key outcomes expected in the role are

* 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.
* Campaigns and appeals are run smoothly and all donations and preference updates are recorded in a timely and accurate manner

1. **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

**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 will be highly regarded
* Experience in the not-for-profit sector.
* Experience working with volunteers.

1. **PERFORMANCE INDICATORS**

To be developed with a personal work plan.

**7. Terms and Conditions**

The position is offered as a three year, full time contract. Charitable salary packaging is available. There will be a six month probationary period. Leave entitlements as per national standards.

There will be a requirement to work outside of normal hours on limited occasions for fundraising events and activities. Allowance is made for reasonable time-in-lieu. Flexible working hours and conditions are offered.

**AGREEMENT TO THIS POSITION DESCRIPTION –**

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| 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**

Selection Criteria - Applications must address the Selection Criteria in the position description - applications that do not address the Selection Criteria will not be considered. If you have not responded to selection criteria before for a job application, then please visit [www.rchfoundation.org.au/careers](http://www.rchfoundation.org.au/careers) for more information.

More information - For further information or queries about this role, please contact Ben O’Connell, Manager, Supporter Relations on [ben.oconnell@rch.org.au](mailto:ben.oconnell@rch.org.au) or 03 9345 4747

Submitting your application - Send your application, including your CV, the names and contact details of three referees and your response to the Selection Criteria to [jobs.foundation@rch.org.au](mailto:jobs.foundation@rch.org.au) by 5pm on Friday, 15 November 2019.