



Name:
Position Title: Regular Giving Coordinator
Reports to: Individual Giving Manager
Direct reports: Nil
Key Relationships: Fundraising Coordinator
Direct Marketing Coordinator
Fundraising Data and Analytics Lead
Head of Fundraising & Marketing

About Royal Far West

Royal Far West is a Manly based non-government organisation that provides multidisciplinary health and wellbeing services for children from rural and remote NSW with developmental, behavioural, learning and mental health difficulties.

Royal Far West Vision

Healthy country children

Royal Far West Mission

To improve the health and wellbeing of children who live in rural and remote communities.

Royal Far West Values

Caring: We show genuine care, compassion and interest in our families, our partners and each other. We respect, listen, recognise and support each other's needs and celebrate our differences.

Connected: We are deeply connected to our purpose, with our feet in the sand and our hearts in the bush. We build meaningful relationships by collaborating openly and honestly. We work as a team with our families, partners, communities and each other.

Passionate: We go the extra country mile for our families, partners, communities and for each other. Improving the lives of country kids and giving them a voice inspires and energises us to bring our best selves to work every day.

Impact: We are committed to creating positive and lasting change. We are accountable and solutions focused, harnessing our knowledge and capabilities to think creatively, adapt and solve problems responsibly.

Regular Giving Coordinator

Purpose of the Position

The role of Regular Giving Coordinator is pivotal to the success of the acquisition and retention of regular givers within the Individual Giving program.

Reporting to the Individual Giving Manager, and working collaboratively with the wider fundraising team, this role will be responsible coordinating regular giving campaigns across all channels.

The role is essential to the coordination of Regular Giving suppliers and campaigns across face-to-face and telemarketing, as well as ad-hoc campaigns like upgrades and reactivations. The RG Coordinator is responsible for ensuring day to day operational needs are met to achieve optimal functioning of all acquisition activities.

The role has a large administration component with tasks including expense and invoice tracking, claw back reporting, and processing of chargebacks and refunds. and coordination of maintaining the declines process with external provider.

There is also a requirement to ensure a high level of donor care is maintained through timely responses to donor queries via email, and phone and coordination of welcome packs and regular giving journey.

From time to time this role will also be required to provide support to the broader RFW fundraising team.

The overarching focus of this role is to ensure work with the Individual Giving Manager to achieve the regular giving component of Royal Far West's individual Giving strategy.

Key Focus Areas

1. External Supplier coordination including attending WIPs, data reporting, stock control, locations management and SAL register and complaints management
2. Execute out-sourced declines (unsuccessful donations) process, , including data production, import and reporting
3. Ensure donor enquiries/requests receive appropriate, timely acknowledgement
4. Ensure that donor records are accurately maintained and up to date in the database to ensure excellent donor experience
5. Provide wider administrative support for RG program including invoice tracking and processing of chargebacks and refunds
6. In conjunction with Individual Giving Manager and Fundraising Data and Analytics Lead, support reporting and analytics of RG program
7. In conjunction with Direct Marketing Coordinator and Individual Giving Manager, coordinate RG Donor Journey

Essential Criteria

- Min 1 years' experience in a similar role within the charity a charity fundraising team
- Familiarity with Regular Giving acquisition and retention methods
- Bubbly, outgoing and confident personality with a positive approach to problem solving
- High level of communication and relationship skills
- Keen eye for detail and accuracy, coupled with strong administrative skills.
- Strong organisational and time management skills
- Ability to work in a team and autonomously
- Experience using Salesforce, Raisers Edge or similar CRM
- Competent user of MS Office

Desirable Criteria

- Empathy for children's health issues

KEY RESPONSIBILITIES

1. Technical Skills

- Coordinate the day-to-day execution of Regular Giving (RG) campaigns
- Liaise with external suppliers to ensure delivery of operation requirements including stock control, locations, clawback reporting etc
- Appropriately action and resolve queries relating to donations, regular giving cancellations/ downgrades/ upgrades, updating of communications preferences, do not contact requests etc
- Coordinate declines process with external TM company action all in-house declines requirements
- Assess incoming complaints or feedback and appropriately resolve or escalate
- Keep Salesforce records up to date for all interactions with donors and supporters
- Execute administrative tasks such as printing and packing new donor welcome packs, chargeback processing and invoice tracking
- Coordination of regular giver journey
- Assist with donations processing during peak times
- Provide exceptional customer service to RFW donors and supporters
- Contribute towards maintaining an accurate donor database
- Perform other duties that are within the skills, competence and training of the position holder and peripheral to the position

2. Professional Development	<ul style="list-style-type: none"> - Participate in identifying professional development and training needs and attend professional development activities as required. - Attend all mandatory training sessions provided by the organisation and is actively involved in other training and development as required. - Evaluate own performance to identify strengths and areas where professional growth can occur.
3. WHS	<ul style="list-style-type: none"> - Report any incidents/hazards within 24 hours via the incident reporting tool on LUCY. - In the event of a workplace injury occurring, cooperate fully with the Return to Work Coordinator, Manager and treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehab program. - Comply with WHS statutory requirements and local WHS policy, programs and procedures.
4. Communication	<ul style="list-style-type: none"> - Maintain effective communication with all staff and relevant organisations. - Adapt communication style and identify strategies to improve communication effectiveness. - Ensure management is made aware of any significant issues/incidents in a timely and appropriate manner.
5. Risk Management	<ul style="list-style-type: none"> - Adhere to Royal Far West's policies and procedures, ensuring that services are provided in accordance with Royal Far West's policies and procedures. - Ensure that all data reporting requirements associated with the position are complied with. - Maintain professional standards in accordance with relevant professional body. - Maintain a high standard of administrative procedures and professional and ethical practice both individually and as a member of the team. - Ensure confidentiality in accordance with professional standards and RFW policy. - Understand, adhere to and respect clients' rights to confidentiality, privacy and dignity.
6. Quality Improvement	<ul style="list-style-type: none"> - Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities.

Royal Far West Authorisation

Authorised by: _____

General Manager – Fundraising, Marketing & Advocacy

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfil its function to the standards outlined.

I agree to comply with all relevant policies.

I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name: _____

Employee Signature: _____ Date: _____