

Job Description

Fundraising Coordinator

Department	Fundraising
Reports to	Acquisition Lead - Telefundraising
Direct Reports	Nil – <i>works closely with contractors, interns and volunteers</i>
Grade	Grade (7)
Status	Permanent, Full-time
Location	Greenpeace's normal places of business and/or employee's home (on request)

Role Purpose

The Fundraising Coordinator will support telefundraising activities across acquisition and donor development. This role will coordinate the day-to-day operations of the telefundraising programs; tracking performance and engaging with external agencies to ensure a high level of quality is maintained. The Fundraising Coordinator supports the Acquisition Lead - Telefundraising with the recruitment of new regular giving supporters for Greenpeace Australia Pacific (GPAP) through the Telefundraising channel.

While this role reports into the Acquisition Lead - Telefundraising from a line management perspective, this role will be actively supporting donor development activities with a [40%] time allocation to supporting donor development with the roll out of Telefundraising Programs in relation to upgrade and retention. The acquisition component of regular-giving includes lead conversion and lapsed donor reactivation while the retention component includes upgrading existing supporters, thank you calls and emerging new initiatives in relation to donor development.

Greenpeace Values	Greenpeace Mindset
Global Mindset	Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.
Trust and Respect	
Values People	
Knowledge Sharing	
Goal Orientated	
Cutting Edge	

Key metrics

- Finance and Administration
- Relationship Management
- Strategy and planning
- Compliance with Framework Conditions

Role Responsibilities

Telefundraising program coordination and data processing

Key Metric	How Success is Measured
Tasks are completed effectively, efficiently and to high quality	<ul style="list-style-type: none"> • Invoices are reconciled and processed on a timely basis • Weekly and monthly leads to the agencies are accurate and sent on time to agencies • Data back from agencies is imported data back into our CRM accurately and timely • Coordinate the quality control aspects of the telefundraising program, including: <ul style="list-style-type: none"> ◦ call listening ◦ complaint handling ◦ call scripts development ◦ call centre staff training • Telefundraising processes undergo continuous improvement with measurable improvements. • Ad hoc tasks relating to the acquisition and donor development programs, and support for other Fundraising projects as directed by the Acquisition Lead or Donor Development Leads are completed efficiently. • Work closely with agencies to identify suitable incentives/rewards for fundraisers • Work closely with the agencies to integrate GPAP as much as possible with the fundraisers • Identify opportunities to integrate the callers with internal staff and teams • Develop information packs and campaign briefs for agencies, ensuring they are kept up to date with GPAP campaigns • Assist with lead source reporting and make recommendations to optimise results.

Relationship management

Key Metric	How Success is Measured
Strong internal and external	<ul style="list-style-type: none"> • Develop strong working relationships with account manager(s) at our partner agency/agencies

<p>relationships support Fundraising objectives</p>	<ul style="list-style-type: none"> • Act as a point of contact for our partner agency/agencies in day to day operations of the program. This includes (but is not limited to) call/complaint escalations, importing and exporting data, campaign updates, donation infrastructure troubleshooting, training, script development etc • Work closely with agencies to identify suitable incentives/rewards for fundraisers • Work closely with the agencies to integrate GPAP as much as possible with the fundraisers • Identify opportunities to integrate the callers with internal staff and teams • Develop information packs and campaign briefs for agencies, ensuring they are kept up to date with GPAP campaigns. • Investigate and resolve complaints that arise, working closely with the agencies to resolve and implement measures to reduce complaints • At times, required to take the lead in regular weekly agency meetings • Facilitate call centre on site training, including new caller induction, call listening and campaign training • Develop effective cross-divisional relationships, and an effective working partnership with the wider Fundraising team • Work closely with the Insights and Engineering teams to resolve any issues occurring and keeping procedures updated • Identification of key stakeholders across the organisation in order to achieve fundraising project outcomes. •
<p>Compliance with Framework Conditions</p>	
<p>Key Metric</p>	<p>How Success is Measured</p>
<p>Was compliant with Greenpeace policies and did not bring Greenpeace into disrepute</p>	<ul style="list-style-type: none"> • Abide by Greenpeace Australia Pacific Code of Conduct and related Integrity Policies • Ensure that your personal or campaign activities will not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Fundraising Director).

Role Requirements

Knowledge

- Salesforce knowledge desirable - especially the ability to build, analyse and gain insights from Salesforce reports and to use
- Knowledge of CIVIS dashboards or similar desirable
- Knowledge of and understanding of fundraising in the not-for-profit sector desirable

Skills

- Ability to use Excel spreadsheets in order to perform analysis and plan
- Highly organised with great time management
- Effective digital communication - ability to communicate effectively in an asynchronous manner over email, Zoom and Slack

- Knowledge management - active contributor to building the knowledge and intellectual property of the organisation.
- Good communication and relationship management skills
- Able to work successfully as part of a team
- Ability to work under pressure and to meet deadlines
- Able to multi-task and project manage
- Excellent attention to details
- Excellent time management and organisational skills

Experience

- At least two (2) years' experience in a similar or related role
- At least two (2) years' experience in a similar an Administration or Coordinator role
- At least two (2) years' experience working with suppliers and/or vendors
- Experience in stakeholder management and engagement
- Experience in administration
- Fundraising experience (desirable)

Employee Commitment

Signature:

Date: