

# Position Description

Position title:	Supporter Care Officer
Team:	Fundraising & Partnerships
Reports to:	Supporter Development Manager
Job type:	Full time, ongoing
Date:	September 2020

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## About the Alannah & Madeline Foundation

The Alannah & Madeline Foundation was set up in memory of Alannah and Madeline Mikac, aged six and three, who were tragically killed with their mother and 32 others at Port Arthur, Tasmania, on 28 April 1996. In memory of his daughters, Walter Mikac and a small group of volunteers set up the Foundation with the belief that all children should have a safe and happy childhood without being subjected to violence. The then Prime Minister launched the Foundation on 30 April 1997.

The Foundation:

- identifies issues that adversely affect the wellbeing of children; we work to help them recover and protect them from bullying and violence
- works across the spectrum of prevention and care to deliver state-of-the-art, evidence-based programs and products
- works with the best minds to identify and reduce significant threats to children's safety through innovation and partnerships
- speaks out on the need for systemic change to build a supportive and safe society.

We are committed to Child Safety and our Child Safe Policy outlines our safe practices for children. The Foundations values are caring, friendliness, respect, responsibility, valuing difference and including others.

## Position in Context

Reporting to the Supporter Development Manager, the Supporter Care Officer is a member of the Fundraising & Partnerships Team and has accountability to support the delivery of the Fundraising strategy across the Foundation including the delivery of fundraising programs in relation to all aspects of supporter care.

This role is responsible for delivering exceptional supporter care to our current and new supporters through inbound and outbound communication channels (e.g. phone and email) to ensure standards are maintained and ongoing income streams for the Foundation are secure.

## Freedom to Act

## Position Description cont.

- The Supporter Care Officer works according to the policies and procedures of the Alannah & Madeline Foundation.

### Major Job Responsibilities

- Monitor and manage all communications with supporters, ensuring complex and difficult queries are managed in accordance with the agreed escalation process.
- Support the day-to-day delivery of campaigns (e.g. regular giving, raffles) across multiple channels including mail, phone and digital.
- In conjunction with the Supporter Development team support the development and implementation of integrated supporter stewardship and retention strategies to build supporter engagement.
- Review and implement improvements to the Foundation's supporter care processes and procedures to optimise efficiencies and ensure the supporter is at the heart of all we do.
- Develop long-term relationships with key internal and external stakeholders.
- Contribute positively to the Foundation's culture through developing and maintaining collaborative relationships with colleagues.
- Other tasks as directed by the Supporter Development Manager, Head of Fundraising, CEO and Senior Leadership team.

### Knowledge, Experience & Requirements

- A minimum of one year's experience in a customer service or call center role (essential).
- Experience with a Donor Management system, preferably Raiser's Edge (desirable).
- A positive can-do attitude with a passion for delivering exceptional supporter care (essential).
- Strong communication skills with the ability to foster and manage positive relationships with key stakeholders, including donors, service providers and team members (essential)
- Excellent administrative skills with ability to understand and process complex tasks (essential).
- Ability to manage numerous projects simultaneously using effective time management and prioritisation skills within a fast-paced environment (essential).
- Ability to work autonomously on clearly defined projects, and in a small team (essential).
- Highly proficient with the Microsoft Office Suite (essential).
- Working with Children Check and Police Check (essential).