

## Position Description - Telefundraising Team Leader



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<b>Position:</b>	<b>Telefundraising Team Leader</b>
<b>Reports To:</b>	Supporter Engagement Coordinator
<b>Employment Type:</b>	30 hours per week (0.8FTE, 6 month fixed-term contract)
<b>Award Pay Level:</b>	Level 4 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Based at 214 Nicholson Street, Footscray.  (The ASRC offers Flexible Working Arrangements, including the ability to work remotely)

### Organisational Context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

### Individual Giving Program

The Individual Giving Program works to achieve financial sustainability for the ASRC through the management of a range of programs including direct marketing, appeals, regular giving, gifts in wills and general donations.

The Individual Giving Program also manages the care and stewardship of the ASRC donor base, offering an exceptional supporter experience and journey for financial supporters of the ASRC.

## General Responsibilities

This role will be responsible for supporting the implementation and management of our Donor Engagement team pilot. Our donors' experience with the organisation is key to our success.

You will be responsible for coaching and leading a team of tele-fundraisers to increase donor and supporter commitment to the ASRC. This role will lead the day to day performance of the Telefundraising Team (known internally as The Supporter Outreach Team), ensuring they are providing an effective and engaging donor experience that will increase loyalty and commitment to the ASRC.

Working with the Supporter Engagement Coordinator, you will be analysing and reporting on the team's performance to ensure KPIs are being met. Personal development of each team member is key to the success of this internal calling team so you will be responsible for developing informative and tailored training material, and running regular training sessions.

## Specific Duties

This role will be responsible for the following duties

- In conjunction with the Supporter Engagement Coordinator, help to set and monitor KPIs and targets
- Develop and provide on-going training and support to three Donor Outreach Officers
- Produce and review weekly reports to reflect overall team and individual performance
- Tailor your coaching and training to each team member, providing clear development plans to ensure campaign success
- Listen to call recordings and provide feedback for quality and compliance purposes
- Split time between coaching team members and on the phone speaking to donors
- Where required support other outbound and/or inbound calling campaigns

## Selection Criteria

### Essential:

- Lived experience of seeking asylum in Australia
- Excellent level of English (minimum level 4)
- Excellent interpersonal communication skills
- The ability to work autonomously with initiative
- Experience working towards and achieving KPIs and/or targets
- At least 6 months experience supervising staff and motivating a team
- Previous sales, customer service or direct marketing experience
- Experience in analysing and reporting on performance

### Desirable:

- Knowledge of and experience working with Salesforce
- Previous experience using cloud based contact software