

Position Description



Position:	Philanthropy Stewardship Coordinator
Reports to:	Philanthropy Manager
Employment Type:	Part-time, Ongoing (0.8FTE)
Award Pay Level:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 214-218 Nicholson St Footscray (ASRC offers Flexible Working Arrangements, including the ability to work remotely)

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

ASRC Philanthropy Program

The ASRC Philanthropy Program is responsible for the stewardship and development of a valuable pipeline of prospects and qualified donors. The major donor program is responsible for the nurturing and stewardship of Major Donors, Philanthropic Trusts and Foundations and Private Ancillary Funds. As part of the Fundraising and Marketing Stream, this program is responsible for increasing and enhancing opportunities for the Australian community to financially support the work of the Asylum Seeker Resource Centre.

General Responsibilities

The Stewardship Coordinator will be responsible for undertaking the following duties:

- Contribute to the work and continuous improvement of the Fundraising & Marketing Stream
- Continued development and growth of the major gifts strategy and manage the budget to increase income from major gifts

Specific Duties

Working closely with the Philanthropy Manager and Philanthropy Program, the Stewardship Coordinator is responsible for the overall development, management and Stewardship of the ASRC's major donors.

The role will be responsible for undertaking the following duties:

- Responsible for the development, stewardship and ongoing management of a major donor caseload, as delegated by the Philanthropy Manager.
- Provide support to the Philanthropy Program by developing written proposals and reports for the solicitation and stewardship of major donors.
- In collaboration with the Fundraising & Marketing stream, develop marketing and communications collateral and manage the distribution of appeals to major donors.
- Work with internal programs to secure appropriate project information, including budgets and key deliverables, and create bespoke offers, proposals and asks that will be used with persons on a caseload to secure gifts.
- Work with the Events Team and assist with events within the Philanthropy Program including event stakeholders, major donor guest lists and event logistics.
- Work with Philanthropy Program to develop and deliver marketing communications plans (stewardship plans) across multiple channels including but not limited to events, webinars, online events, direct dialogue, mail and email .
- Monitor and report on income and assist with the identification of major donor prospects through the coordination of the ASRC prospect pipeline.
- Manage segmentation and reporting to ensure donors and prospects are appropriately assigned to campaigns, communications and pipelines.
- Complete weekly administrative duties including but not limited to, database importing, and bank statement reconciliation while working collaboratively with fundraising administration to ensure quality control on all donation processing and recognition.
- Contribute to the work and continuous improvement of the Fundraising & Marketing Stream, assisting the Philanthropy Manager with specific projects as required.
- Recruiting inducting and supervising volunteers who will provide admin, customer service
- Identify and regularly attend appropriate networking/new business opportunity events..

Selection Criteria

Essential:

- Demonstrated experience implementing fundraising and/or marketing strategies and campaigns.
- Strong written and verbal communication skills, including experience in customer service and excellent report writing and copywriting skills.
- Demonstrated experience in successful relationship management or pipeline management of a cohort of donors or customers, to increase retention rates, average gift size or overall revenue.
- Exceptional levels of computer literacy particularly MS Office and experience working with database software

- Ability to manage projects a diverse range of communication projects, including to organise information and create effective offers, proposals and report backs to donors.
- Knowledge and experience in contributing to the implementation of marketing and communication plans for projects and campaigns.
- Excellent interpersonal skills and internal stakeholder management.
- Experience coordinating the operations & logistics of events including supplier engagement, rostering, budgets and site plans.

Desirable:

- Lived experience of seeking asylum in Australia
- Knowledge of and experience working with Salesforce (or alternate CRM) or Mailchimp
- Tertiary qualifications in Business, Marketing or related discipline.
- Understanding of the issues surrounding people seeking asylum.