

Philanthropy Coordinator

Position:	Philanthropy Coordinator
Reports to:	Philanthropy Manager
Employment Type:	Full-time, Ongoing (1.0FTE)
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 Philanthropy Coordinator will be responsible for undertaking the following duties:

- Contribute to the development of effective donor journeys, compelling donor propositions and stewardship materials.
- Contribute to the work and continuous improvement of the Fundraising & Marketing Stream, assisting the Philanthropy Manager with specific projects as required.

Specific Duties

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

- Responsible for the development, qualification and ongoing management of a major donor caseload, as delegated by the Philanthropy Manager.
- Develop relationships and create individual goals with major donors to steward giving, working in a supporter-centric manner to tailor all offers to the supporter while providing exceptional levels of service.
- Responsible for the development and delivery of marketing & communications plans (Stewardship Plans) for Major donors and Prospects across multiple channels including but not limited to events, webinars, direct dialogue, virtual events, mail and email.
- Work with the Philanthropy team and internal programs to secure appropriate project information, including budgets, and create offers, bespoke proposals and asks that will be used with persons on the caseload to secure gifts.
- Record all interactions with Major donors and Prospects on the supporter database (Salesforce) to ensure an accurate history of supporter engagement is maintained.
- Track, evaluate and monitor the ongoing caseload activity and moves management performance against set key performance indicators for role and program.
- Monitor and report on income and expenditure.
- Work with the Prospect Researcher and Philanthropy Stewardship Coordinator to identify and nurture high value prospects to major giving.

Key Selection Criteria

Essential:

- Demonstrated experience implementing major gifts fundraising strategies and campaigns as well as marketing and communication plans.
- Experience implementing moves management strategies for major donor solicitation for a valuable pipeline of known and qualified prospects.
- Strong written and verbal communication skills, including experience in customer service/relationship fundraising.
- Experience in project management methodology and implementation.
- Demonstrated ability to secure project and organisation information and create effective offers, proposals and report backs to donors.
- High levels of computer literacy particularly MS Office and experience working with CRM systems.
- Exceptional interpersonal skills and internal stakeholder management.
- Excellent presentation skills to engage audiences at all levels.

- Ability to work under pressure, multitask and meet tight deadlines.

Desirable:

- Lived experience of seeking asylum in Australia
- Knowledge of and experience working with Salesforce
- Understanding of issues and experiences of people seeking asylum.
- Experience in event management.