

## POSITION DESCRIPTION

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JOB TITLE:	Donor Development Coordinator
LOCATION:	Wellington
REPORTS TO:	Donor Development Manager
CONTRACT TYPE:	Permanent, Full-time

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### About Save the Children

Save the Children New Zealand (SCNZ) is a long-standing member of the leading international development and humanitarian organisation Save the Children Association which supports child-focussed operations in more than 120 countries around the world worth more than US\$ 2 billion annually. SCNZ implements a portfolio of development projects across countries in Asia, South-East Asia, the Pacific, and New Zealand, and responds to humanitarian events world-wide.

Save the Children NZ is a 'child safe' organisation. We will do all that we can to ensure that children and young people's experience of our organisation is one that is free from any form of exploitation or abuse and that they feel respected and safe. Anyone representing our organisation is expected to adhere at all times (both in their private and professional lives) to the highest standards of behaviour towards children, young people and their families. This is clearly stated in a Code of Conduct and our Child Safeguarding Policy, and all employees agree to abide by these policies and sign a declaration stating such. If there are concerns regarding our own representatives, they will be investigated honestly and fairly with due regard to internal disciplinary procedures and national legal procedures.

### Purpose of the role

Save the Children has seen significant growth in its fundraising income and donor base over the last four years. We have recently launched an ambitious three-year organisational strategy (2019-21), a key part of which focuses on growing net fundraising income. We will achieve this by continuing to improve existing fundraising activities, and by implementing better systems to retain existing supporters. We are looking for a Donor Development Coordinator who has experience in managing supporter care programmes with high standards of care and writing donor communications that retain donors.

You will be a highly driven and self-motivated individual educated to degree level or equivalent level of thinking demonstrated through work experience. An experienced customer service officer within fundraising team, this person will also have experience managing telemarketing agencies and campaigns. This person will ultimately be responsible for delivering results within our supporter care programme and ensuring we deliver an excellent supporter experience across the board. Excellent communication skills, both written and oral, are required with a proven ability to establish positive working relationships with agencies that deliver results and consistently meet quality Key Performance Indicators.

Save the Children is a family-friendly organisation.

**Key areas of Responsibility:**

TASK	KEY RESULT AREAS
Assist with the development and implementation of donor development programs	<ul style="list-style-type: none"> <li>• Work with the Donor Development Manager to optimise opportunities to increase supporter value and retention</li> <li>• Project manage the production of direct mail appeals, newsletters and other communications as needed to our existing supporters, including sourcing quotes and ensuring timelines are adhered to for on-time delivery</li> <li>• Write and coordinate production of donor retention communications to improve attrition rates of existing supporters</li> <li>• Manage telemarketing programs for basic upgrade, reactivation and delinquency campaigns, including regular call listening and agent trainings, ensuring quality KPIs are consistently met</li> <li>• Oversee relevant project expenditure budgets and ensure targets are met Develop and maintain a high level relationship with agencies and other service providers including developing briefs and managing production schedules and approval processes</li> <li>• Contribute to the wider Save the Children movement by participating in the global Donor Development Practitioner's group, sharing learnings and test results, to gain an understanding of what activities other members are doing and how they can be implemented to improve SCNZ's programme</li> <li>• Ensure programs are integrated into broader organisational campaigns and communication objectives</li> </ul>
Manage Supporter Care programme	<ul style="list-style-type: none"> <li>• Manage inbound call centre, including agent updates and trainings, call listening and quality assessment, ensuring optimum donor save rates are maintained</li> <li>• Monitor and respond to donor queries through in customer service email inbox</li> <li>• Manage incoming phone calls to National Office</li> </ul>

This may also include any other duties within reasonable limits, as requested by your line manager. Specific Key Performance Indicators for your role will be developed annually and reviewed quarterly by you and your line manager in conjunction with the current business plan and organisational needs of SCNZ.

**SCI Organisational Values:**

SCI VALUES	SCI DEFINITIONS	DEMONSTRATED BEHAVIOURS
<b>Accountability</b>	We take personal responsibility for using our resources efficiently, achieving measurable results, and	<ul style="list-style-type: none"> <li>• Takes personal responsibility for key deliverables</li> </ul>

	being accountable to supporters, partners, and most of all children	<ul style="list-style-type: none"> <li>Happy to admit mistakes, and learns from both mistakes and successes</li> </ul>
<b>Ambition</b>	We are demanding of ourselves and our colleagues, set high goals, and are committed to improving the quality of everything we do for children	<ul style="list-style-type: none"> <li>Sets clear goals and objectives that are ambitious in their nature</li> <li>Is committed to continuous improvement in work efforts and activities</li> <li>Proactively seeks relevant opportunities</li> <li>Demonstrates personal drive and commitment</li> </ul>
<b>Collaboration</b>	We respect and value each other, thrive on our diversity, and work with partners to leverage our global strength in making a difference for children	<ul style="list-style-type: none"> <li>Team player who works co-operatively with colleagues</li> <li>Is fair and reasonable to others</li> <li>Able to clearly understand organisational priorities</li> <li>Identifies and maintains key stakeholder relationships effectively</li> </ul>
<b>Creativity</b>	We are open to new ideas, embrace change, and take disciplined risks to develop sustainable solutions for and with children	<ul style="list-style-type: none"> <li>Innovative in approach to their role</li> <li>Embraces and supports organisational change</li> </ul>
<b>Integrity</b>	We aspire to live the highest standards of personal honesty and behaviour; we never compromise our reputation and always act in the best interests of children	<ul style="list-style-type: none"> <li>Acts with honesty and transparency in all dealings, maintaining an ethical approach to work</li> <li>Behaviour in accordance with SCNZ and SCI good conduct guidelines</li> </ul>

#### Delegated Authorities:

AREA	DELEGATION
<b>Financial</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>None</li> </ul>

#### Person Specification:

##### Experience

- At least 2 years previous direct customer service experience.
- Proven relationship and rapport-building skills.
- Experience in monitoring expenditures and ensuring budgets are maintained.
- Experience managing significant volumes of customer queries through various channels and proven ability to respond in a warm and engaging manner within agreed timeframes
- Proven experience delivering high-quality written pieces that adhere to a specified brief

##### Core Capabilities

- Influencing individuals and groups: Builds strong relationships, excellent communication, interpersonal and negotiation skills and relevant high level oral and written communication skills, including the ability to write in different styles depending on the situation and audience

7. Commitment to learning and improvement: willing to learn and take on new tasks, as well as test and try new things in order to achieve better results and improve processes for better efficiency
8. Project management: Good time management skills with strong ability to prioritize important or urgent tasks, bring together relevant internal and external stakeholders to work in collaborative ways

**Desirable**

9. Previous long-term experience working for an international non-profit organisation
10. University degree or other relevant educational qualification
11. Commitment to the values and mission of Save the Children