

## POSITION DESCRIPTION

---

JOB TITLE:	Fundraising Coordinator
LOCATION:	National Office, Wellington
REPORTS TO:	Donor Development Manager
CONTRACT TYPE:	Permanent, Part-time (0.6 FTE)
DIRECT REPORTS:	None

---

### 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 five years. An exciting opportunity has emerged for a Fundraising Coordinator to support the Fundraising team with their excellent administration and customer service skills. This is an opportunity to work with a team dedicated to making a difference for children both here in New Zealand and overseas. It will also be a great opportunity for someone who enjoys being the go-to support person for a busy team.

An experienced administrator, this person will also have experience performing varied tasks for different stakeholders and prioritising accordingly. This person will be responsible for ensuring our supporters receive a positive experience when they call or email Save the Children, and subsequently actioning supporters' requests promptly and accurately on our database. Excellent communication skills, both written and oral, are required with a proven ability to establish positive working relationships with team members is critical to this role.

Save the Children is a family-friendly organisation.

**Key areas of Responsibility:**

TASK	KEY RESULT AREAS
<b>Support the Donor Development team by leading on delivering positive supporter care experiences</b>	<ul style="list-style-type: none"> <li>• Respond to all donor queries that come in through our 'info' email inbox</li> <li>• Action daily data returns from our inbound call centre onto the donor database</li> <li>• Provide professional donor care services via the office phone line and manage any complaints</li> <li>• Work to 'save' donors who want to cancel their Regular Gift via email by providing options for them to continue their donation. Keep track of all save attempts and successes on donor database</li> <li>• Ensure all donors receive timely and appropriate thank-yous by coordinating the sending of receipts and virtual gifts through our mailhouse and in-house</li> <li>• Coordinate resource for data entry of our annual supporter survey</li> </ul>
<b>Support the Relationship Fundraising team</b>	<ul style="list-style-type: none"> <li>• Coordinate follow-up actions from supporter surveys and telemarketing campaigns such as sending brochures and letters to important donors</li> <li>• Prepare simple database reports, for example to identify bequest prospects to visit in a particular region</li> <li>• Phone donors and prospects to secure meeting appointments</li> <li>• Use PhotoShop to design and layout event invitations and newsletters</li> <li>• Assist with coordinating events, including venue bookings, catering &amp; assisting with hosting</li> <li>• Run mail merges for cover letters and/or labels for special mailings</li> </ul>
<b>Support the wider Save the Children team</b>	<ul style="list-style-type: none"> <li>• Proofread various documents</li> <li>• Manage travel &amp; accommodation bookings</li> <li>• Coordinate our annual Christmas card campaign and other volunteer branch support, when required</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> <li>• Happy to admit mistakes, and learns from both mistakes and successes</li> </ul>

	being accountable to supporters, partners, and most of all children	
<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:

The Fundraising Coordinator will be expected to have and utilise the following skills and qualities while working for Save the Children New Zealand:

1. Must demonstrate warm and friendly people skills and the ability to connect with donors on the phone and end all phone calls and emails on a positive note.
2. High level of accuracy and attention to detail, especially in regards to data entry and proofreading.
3. Experience using database packages and the ability to adhere to detailed procedures around data entry and customer service.
4. Intermediate-level skills with Microsoft products, including Outlook, Word, and Excel and experience with Adobe Photoshop.

5. Ability to communicate effectively with customers and colleagues, with a strong command of both spoken and written English and ability to proofread documents.
6. Good time management skills with strong ability to prioritize important or urgent tasks among multiple stakeholders.
7. An energetic self-starter who thrives on taking the initiative with enthusiasm.
8. Commitment to the vision, mission, values, principles, and aims of Save the Children.