

# Regular Giving Coordinator



Position Description		
Job Title:	Regular Giving Coordinator	
Department:	Marketing and Communications	
Purpose:	This position is responsible for the coordination and execution of regular giving products (including child sponsorship) for Baptist World Aid.	
Reports to:	Regular Giving Team Lead	
Key Relationships:	<b>Internal</b> Projects Team, International Programs Team, Communications Specialist, Volunteers <b>External</b> Supporters	
Supervises:	May supervise volunteers from time to time.	
Hours per Week:	28 hours (0.8FTE)	
Location:	TAI Office – 32 Delhi Road, North Ryde NSW	
Main Activities		
Core Focus Area: Fulfilment and Onboarding		
Key Execution Areas	Horizon	Core Activities
Product execution	ongoing	Coordination and execution of Regular Giving Products including Child Sponsorship for Baptist World Aid.
Stakeholder engagement	ongoing	Engage multiple stakeholders to deliver regular giving products (internal and external)
Coordination of communication	ongoing	Coordinate the delivery of communication projects relating to regular giving products
Acquisition	ongoing	Coordinate and support acquisition strategies including record set up and fulfilment

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Donor Care and Retention	ongoing	Coordinate and execute donor care and retention activities
Data	ongoing	Execute best practice data maintenance and improvements for record keeping and task fulfilment purposes
Safeguarding	ongoing	Execute regular giving projects ensuring safeguarding measures are maintained
Budget	ongoing	Management of project budgets as required

## Essential Knowledge, Skills and Experience

### Professional Skills, Competencies, Experience

- 1-3 years experience in an administration role
- Experience working with databases or CRM (Customer Relationship Management) systems
- Demonstrated experience in customer service, and ability to handle sensitive situations in a mature and effective manner in person, by phone or by email
- Demonstrated strong problem-solving and process improvement skills
- Demonstrated skills in attention to detail, accuracy and quality
- Proven ability to multi-task and work in a busy, team-based environment
- Demonstrated ability to be self-directed, take initiative, and work to deadlines in a professional and confident manner
- Demonstrated ability to supervise and motivate staff and/or volunteers
- Strong commitment to Transform Aid International's mission, vision and core values

## Desirable Knowledge, Skills and Experience

- Experience in the Not-for-Profit/Charity/Church sector
- Understanding of Christian principles that inform the organisation's development approach
- Sound research skills including the ability to review reports, analyse data and convert that into donor-friendly communications

## General Notes

Continuous Improvement and Best Practice:

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As an employee of Transform Aid International / Baptist World Aid, which has a core value of “committed to excellence and quality by being a creative and learning organisation”, you will have opportunity to participate in any continuous improvement exercises and to seek best practice in fulfilling your role.

You will also have the opportunity to contribute to the ongoing development and improvement of Transform Aid International / Baptist World Aid policies and practices.

## **Workplace Health and Safety and Equal Employment Opportunity:**

It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions. You will cooperate in implementing WHS legislation and standards.

You are also accountable and responsible for complying with all Transform Aid International / Baptist World Aid policies and procedures designed to eliminate discrimination in the workplace.

## **Child Safe Organisation:**

Transform Aid International / Baptist World Aid is a child safe organisation and all employees are required to read and understand our child protection policy, and in addition, sign and abide by our Child Safe Code of Conduct. All employees are required to provide authorisation for a National Police Check and will be required to gain a Working with Children Check.

## **Compliance**

It is your responsibility to ensure compliance with TAI policies and procedures, legislation, as well as requirements of relevant regulatory bodies, including ACFID and DFAT.

Employee Name:	
Employee Signature:	
Date:	

Last Reviewed: November 2020