

Position Description

April 2021

MISSION

The mission of St Vincent's Institute of Medical Research (SVI) is to create and harness knowledge of disease in order to improve health outcomes for those in need. The mission is based on the values of excellence, integrity, passion, generosity, creativity and collaboration.

THE ORGANISATION

St Vincent's Medical Research Institute (SVI) is an independent institute that conducts the highest quality biomedical research into the cause, prevention and treatment of common diseases such as cancer, heart disease, type 1 diabetes, obesity, bone disease and Alzheimer's. For over 60 years, SVI has taken on the challenge of fundamentally understanding and conquering these diseases to create better health outcomes for all Australians.

JOB TITLE

Title	DONOR SUPPORT OFFICER
Classification and Salary	SVI HEW5 (\$65,610 to \$75,366 pa full time equivalent)
Superannuation	9.5%
Salary Packaging	Up to \$15,900 FBT exempt
Location	Foundation Office
Reports to	Events & Donor Relations Manager
Hours	Part Time – 3 days per week (22.8 hours)

JOB PURPOSE

The focus of the SVI Foundation is on building relationships that advance the mission of SVI, by creating genuine engagement with donors and stakeholders to inspire increasing involvement and investment.

Under the direction of the Events & Donor Relations Manager, the Donor Support Officer will provide a full range of administrative support for the Foundation, with a focus on maintenance and use of SVI's donor management system.

The role works closely with several internal and external stakeholders: Head of Research Strategy; Foundation CEO; Major Gifts Manager, Communication & Marketing Manager; Media & PR Adviser; Finance staff; IT Manager; and external donors and volunteers as required.

This is an integral role for the Foundation, as it enables and assists the team to focus on the strategic fundraising direction of the Institute.

KEY RESPONSIBILITIES

Database Administration

- Be the subject matter expert of SVI's Customer Relationship Management System - Raiser's Edge
- Regular administration of the database for the creation and updating of donor and other contact records in accordance with Foundation policies and procedures, ensuring accuracy and integrity of data
- Create Foundation dashboard reports in Raiser's Edge and track action timelines
- Ensure database hygiene and accuracy is maintained to the highest standard
- Prepare data exports for digital fundraising initiatives, events, direct marketing campaigns, and donor recognition
- In conjunction with the Foundation team, create processes and procedures for best practice use of the database
- Work with the Finance Administrator to ensure all donations are recorded and coded in accordance with relevant pledge, agreement, or event
- Troubleshoot donation/receipt issues
- Assist in providing basic Raiser's Edge training for new users and provide support to staff across the Institute for general reporting and other data requests
- Be the Institute's liaison with the Blackbaud Customer Success Team and the IT Manager to troubleshoot issues
- Where relevant, attend Raiser's Edge training to ensure currency of technical skills

Stakeholder Coordination and Administration

- Be the first point of contact for donor and stakeholder enquiries
- Liaise with donors to provide excellent customer care, via professional and timely communication and response to enquiries using email, phone and mail
- Respond to queries from donors in a timely manner regarding credit card transactions, invoicing, payments
- Provide administrative and general support to the Foundation team
- Support the Foundation's direct marketing fundraising activities
- Provide administrative support for meetings of SVI Foundation Board and committees, including coordinating meetings, distributing agendas and papers, and supporting the delivery of actions
- As required, assist the Events & Donor Relations Manager with event tasks
- Assist with preparation of briefing notes and guest biographical profiles prior to tours and events

Other duties as reasonably required

- Attend SVI events where assistance is required. Some out of hours and weekend work may be required
- Duties may vary depending on the operational needs of the Foundation but will not vary outside reasonable expectations
- Participate in reception relief cover

SELECTION CRITERIA

- Associate Diploma or equivalent experience and education
- Strong and demonstrated database experience in CRM Raiser's Edge
- Previous experience in fundraising or the not for profit sector highly regarded
- Minimum 3-5 years' experience working in a similar fundraising or administrative role
- Excellent interpersonal and customer service skills within a varied stakeholder group
- Able to work as a positive and contributing member of the SVI Foundation team, and deliver on the Foundations objectives
- Excellent written and verbal communication skills
- Strong computer literacy in all Microsoft applications
- Superior organisational skills

- A high degree of personal initiative

I understand and agree to undertake the requirements of the role, as described above:

Incumbent Name

Incumbent Signature..... Date.....