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Position description

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| **POSITION TITLE:** | Administration Officer |
| **ROLE GRADE:** | 4 |
| **REMUNERATION:** | $52k – 63k inclusive of 10% superannuation, commensurate with qualifications and experience |
| **COST CENTRE:** | Marketing and Fundraising |
| **LOCATION:** | Melbourne |
| **DATE REVIEWED:** | August 2021 |
| **POSITION BASIS:** | FTE 1 year contract |

**Introduction**

Bush Heritage Australia is a national non-profit organisation that buys and manages land to protect our irreplaceable landscapes and our magnificent native species forever.

We buy land that has outstanding conservation values and reconnect fragmented landscapes to protect habitat for wildlife. Bush Heritage works across 19 priority landscapes and owns 37 reserves. In addition, we partner with Aboriginal people and agricultural landowners to achieve conservation outcomes. Currently, Bush Heritage is working across more than 11.3 million hectares, protecting more than 6700 native species and at least 226 endangered species.

Established in 1991, Bush Heritage has over 45,000 supporters Australia-wide and an annual operating budget of over $20 million. We are primarily funded by donations from individuals and philanthropic sources.

Our culture is characterised by a collaborative and supportive approach, with a strong commitment to safety and professional development.

We're proud to acknowledge the Traditional Owners of the places in which we live and work. We recognise and respect the enduring relationship they have with their lands and water, and pay our respects to Elders, past and present.

Our values are:

**Conservation:** Protected, connected landscapes and waterways for plants, animals, and people

**Culture:** A shared journey of respect for diversity, each other, and acknowledgement of Traditional Owners’ enduring relationship to this land and waters

**Collaboration:** We collaborate with Traditional Owners, other landowners, scientists, government, organisations, and communities for the greatest impact

**Community:** Together we are an active and dedicated mosaic of staff, volunteers, partners, and supporters all working for a common goal

**Safety:** Healthy people, healthy country

The organisation has teams that span – West & SA Region, North Region, South East Region, Science and Conservation, Fundraising and Engagement, Strategy and Business Development, People and Safety, and Corporate Services.

**CEO and the Board**

Heather Campbell is Bush Heritage’s Chief Executive. The Board Chair is Sue O’Connor, and Directors include leading Australians from business and commerce, government, conservation, and science. Bush Heritage demonstrates a strong commitment to Aboriginal and Torres Strait Islander people and has Aboriginal representation on its Board.

**Direction and Guidance for this Position**

Reporting to the Gifts in Wills Co-ordinator, the Administration Officer is accountable for fulfilling the **Responsibilities and Duties** associated with this position. As a self-starter, it is expected that the incumbent will meet determined KPI’s and contribute towards improving the effectiveness of systems being managed including the development of new processes where required.

**Position Summary (Background)**

The Administration Officer has a critical role in assisting in managing supporter relationships for the Gift in Wills Team. The Gift in Wills Team manage a significant and important portfolio of supporter who have either made the decision to leave a legacy to Bush Heritage or are considering leaving such a gift. These gifts contribute significant revenue to Bush Heritage and enable our organisation to plan effectively for the future.

Together with retaining relationships with supporters and maintaining the integrity of supporter data, the role will also be assisting in seeing bequests through to completion. Key attributes we are seeking are excellent customer service, as well as accurate and timely data entry.

**Key Responsibilities and Duties**

The primary responsibilities associated with the role include:

* Undertake accurate and efficient data entry and management of supporter records.
* Retain and developing Bush Heritage supporters by responding to their requests for information regarding Gifts in Wills, together with building ongoing relationship tactics.
* Follow up on probate and Estate administration once a supporter’s Will is realised.
* Contribute to the improvement and effectiveness of systems and processes.
* Manage phone and email enquiries.
* Assist the broader Marketing and Engagement team where required, including providing research support to the team.
* Represent Bush Heritage at functions/events as needed.
* Participate in the planning and executing of Marketing activities when required.
* Other duties across Bush Heritage consistent with the position grading, as required.

**Qualifications, Skills and Selection Criteria (used to assess your application)**

**Essential**

1. Commitment to the objectives and values of Bush Heritage.
2. Demonstrated experience in administration and /or customer service.
3. Demonstrated experience in administration processes, the management of data, and attention to detail in transaction processing with a high level of accuracy.
4. Excellent interpersonal and oral communication skills, including the ability to communicate with people from a broad range of backgrounds. Good written communication skills.
5. Demonstrated problem solving ability and proactive work attitude.
6. Ability to work within a team structure and to take responsibility for the completion and delivery of tasks.
7. Computer literacy including experience in using a customer relationship management database, as well as word processing, email and spread sheet applications.

**Desirable**

1. Experience with Blackbaud CRM or other fundraising software.
2. Experience in the not-for-profit sector.
3. Experience in the fundraising sector.
4. Knowledge of Health, Safety and Environment procedures and requirements.
5. Experience working with volunteers.

**Key Outcomes for the Role**

* Provision of the highest quality of service ensuring; Estates are managed in a timely effective and professional manner.
* Ensure that supporter enquires are dealt with in a timely and professional manner and the accuracy of data input.
* An increase in the retention of Gift in Wills supporters; and those considering a Gift in Will.
* All processing and record-keeping are updated accurately, on time, in line with business processes and service standards.
* Improvements to the effectiveness and efficiency of team processes.

**Policies and Workplace Practices**

Bush Heritage people and managers are responsible for and commit to:

* Using and ensuring adherence to Bush Heritage’s values, policies, and workplace practices.
* Ensuring Health, Safety and Environment compliance, acting and encouraging others to act in a healthy and safe manner; and
* Maintaining a team-oriented environment, managing, and developing staff, and valuing diversity.

**Position Relationships**

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| **Position title of supervisor** | Gifts in Wills Team Leader |
| **Position titles which also report to supervisor** | Bequest Officer |
| **Titles of positions that report to this position** | n/a |
| **Key internal relationships** | All staff |
| **Key external relationships** | Supporters, Suppliers |