



# Position Description

## Community Fundraising Assistant

Functional department:	Revenue Optimisation, Community Fundraising
Reports to:	Community Fundraising Lead
Position type:	Individual Contributor
Position level:	6
Effective date:	February 2022

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### Position purpose

This role is responsible for developing and maintaining relationships with the Heart Foundations most passionate fundraisers (individuals and corporates) nationally. The key responsibilities in this role are relationship management as well as supporter acquisition for the main community fundraising programs in the portfolio.

The focus of the role will be to build your skills in income generation to meet the KPIs and targets set and to understand how these goals drive acquisition, retention and growth.

### Key accountabilities

Key areas of accountability to ensure our success:

1. Act in accordance with the Heart Foundation's values and consistently demonstrate the agreed organisational behaviours including a commitment to community and volunteer engagement and diversity and inclusion principles.
2. Develop strong relationships with prospective, new and existing fundraisers and support them to reach (and exceed) their fundraising goals. This includes individuals, workplaces and community groups.
3. Identify and acquire new fundraisers in the community.
4. Maintain communication with all fundraisers as per the fundraiser communications journey as well as additional touchpoints. This includes calls, emails, personalised videos, SMS, face to face visits and presentations.
5. Implement and contribute to fundraising activities for all community fundraising campaigns as required to drive fundraising results.
6. Maintain accurate and timely records of fundraisers and events in database.
7. Review and undertake all related compliance for Community Fundraising programs, including due diligence. associated with 3rd party community fundraising activities and accurate processing and management of Authority to Fundraise documentations
8. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience, as may be required from time to time.



## Position requirements

### Qualifications, skills, knowledge and experience

- Demonstrate around 3 years' key relationship management experience, either through customer service and or account management
- Experience in both warm and cold sales techniques to generate new business.
- Confidence to manage relationships with all external partners and fundraisers across a range of channels, for example, using face to face, phone, SMS email and personalised video.
- Demonstrated time management, administrative and organisational skills.
- Clear written and excellent verbal communication skills to collaborate and work both autonomously and as a member of a team
- Fundraising experience supporting community groups and corporates to exceed goals would be an advantage .
- Microsoft Word, Excel, Outlook, PowerPoint and Teams experience, as well as a good understanding of Sharepoint, Zoom, and preferably Customer Relationship Management databases, like Raisers Edge/NXT

### Organisational competencies

**Teamwork** – Contributes effectively to own team as well as project teams and working groups

**Personal effectiveness** – Takes responsibility for own professional and personal development

**Drive for results** – Leads own performance to deliver individual workplan

**Manage Relationships** – Succeeds through stakeholder engagement

**Accountability** – Is accountable for own conduct and performance

## General requirements

Commitment to Workplace Health and Safety and compliance with Heart Foundation systems.

The flexibility to travel and/or to work after hours in support of Heart Foundation initiatives.