

Position Description

Position title:	Dolly's Dream Supporter Care and Stewardship Officer
Team:	Dolly's Dream
Reports to:	Fundraising Manager
Job type:	Full Time, 2 year contract
Date:	January 2026

About the Alannah & Madeline Foundation

The Alannah & Madeline Foundation is a national not-for-profit organisation dedicated to keeping children and young people free from violence and trauma wherever they live, learn and play. Through our Care, Prevention and Advocacy programs, we fight for their right to be safe, so their future is strong.

The Foundation also supports Dolly's Dream, educating and empowering families and communities to prevent the devastating effects of bullying.

We have highest commitment to child safety, and our Child Safe - Policy outlines our safe practices for children.

Our organisation values are at the core of who we are. They guide the way we work every day and everyone has a responsibility to promote and demonstrate our values: [We are curious](#), [We are kind](#), [always](#), [We lead with authenticity](#), [We believe in the power of play](#) and [We take action](#).

Position in context

Dolly's Dream was set up in memory of Dolly Everett, aged 14, who took her own life after an extended period of bullying and cyber bullying. Dolly left behind her parents Tick and Kate and her sister Meg, who are now focused on using the funds that have been kindly donated by the community to help prevent other families from going through the same devastating experience.

The Supporter Care and Stewardship Officer is an integral member of the Dolly's Dream fundraising team, driving exceptional supporter experiences and setting the standards of donor care that deliver retention and results. Acting as the first point of contact, they ensure every donor, fundraiser, and campaign participant feels valued, supported, and connected, while helping the team keep the supporter experience at the heart of everything we do.

They design and manage end-to-end supporter journeys, maintain high standards of donor care, oversee accurate data and financial reconciliation, and provide insights to optimise engagement, drive retention, and maximise the impact of key campaigns, including Do It For Dolly Day.

This role is formally based in South Melbourne. We support our staff to work flexibly, both in location and hours, based on the premise that work will remain the focus of any arrangement. How and where you work is discussed with each staff member based on individual circumstances, role requirements and accountability for delivery of high-quality work.

Major job responsibilities

Supporter Experience & Engagement

- Lead the Supporter Care Program, improving supporter experience across all stages of the donor lifecycle and delivering digital-first communications aligned with the annual supporter care cycle.
- Act as the first point of contact for supporters via phone, email, and SMS, managing enquiries, donation processing, complaints, and follow-up during both peak and routine periods.

Community Fundraising

- Lead and deliver the annual Community Fundraising Plan in collaboration with the broader fundraising team.
- Develop and execute fundraising toolkits, resources, and campaign collateral, including ongoing enhancement of the Do It For Dolly Day (DIFDD) campaign.
- Build strong relationships with community fundraisers and DIFDD participants, providing guidance and support to drive year-round engagement and retention.

Do It For Dolly Day (DIFDD)

- Provide operational support for DIFDD, ensuring seamless delivery across fundraising and engagement touchpoints.
- Collaborate with the fundraising team to monitor participation, track results, and provide insights for continuous improvement.

Operational, Financial & Data Support

- Maintain accurate supporter records, clean and manage data, and provide insights to guide retention, engagement, and campaign effectiveness.
- Oversee financial reconciliation of donations and fundraising transactions, preparing reports to support the Fundraising Manager, team, and organisational reporting requirements.

General Responsibilities & Collaboration

- Support the coordination of the Dolly's Dream Advisory Board, managing scheduling, logistics, minutes, and communication between the Head of Dolly's Dream and the Board.
- Collaborate closely with the AMF Development & Communications team to ensure alignment with Foundation goals.
- Contributing positively to the Foundation's culture through developing and maintaining collaborative relationships with colleagues.
- Other tasks as directed by the Head of Dolly's Dream, CEO and Executive Team.

Knowledge, experience & requirements

- 3–5 years' experience in customer service, business administration, or fundraising/marketing within the non-profit or philanthropy sector.
- Experience in data management using a CRM system (preferably Raiser's Edge) and digital fundraising platforms (e.g., Funraisin, Raisely), including reporting and insights.
- Proven ability to manage multiple priorities and work collaboratively across teams to achieve organisational outcomes.
- Intermediate skills in Microsoft Office suite (Excel, Word, Outlook, SharePoint, One Drive, Teams).
- Strong relationship-building skills, based on excellent interpersonal communication and negotiation.
- Ability to work strategically, independently and pro-actively while also managing your own time, keeping others informed of progress.
- A current driver's licence with a willingness and ability to use own vehicle (appropriate reimbursement of expenses provided).
- A commitment to work outside standard office hours for key events, including interstate when required.
- A Working with Children Check and police check.