

Job Description		
<b>Job Title</b> Donor Engagement & Grants Coordinator	<b>Position Reports To</b> Grants Officer	
<b>Incumbent</b>	<b>Location</b> Head Office – Smeaton Grange	
<b>Job Status</b> Part Time	<b>Hours</b> 22.5 hours	<b>Reviewed</b> May 2026
Primary purpose of the job		
<p><b>The Donor Engagement &amp; Grants Coordinator</b> will focus on building meaningful relationships with donors to increase engagement with the organisation.</p> <p>With the intention to build long-term relationships, importantly this role will develop opportunities to deepen donor loyalty and inspire continued support, clearly demonstrating the impact of individual gifts.</p> <p>Helping to deliver the vision to <b><i>‘improve, support and enhance all lives impacted by a premature or sick birth’</i></b>, this role will be a friendly, enthusiastic and approachable face for the organisation to donors and supporters, creating seamless and meaningful donor giving journeys that provide real insight into the impact of individual gifts, will develop personalised communication, organise donor appreciation and engage donors to connect with the organisation’s mission and impact across multiple years.</p> <p>The Donor Engagement &amp; Grants Coordinator will also support the Grants Officer in increasing funding through Grants, associations and business sponsorship opportunities to secure tied funding toward critical programs, to achieve increased income year on year and supporting programs growth. Therefore, the ability and confidence to communicate well with all levels of a business and management will be crucial.</p> <p>This role will benefit from gaining a breadth of experience across all areas of Fundraising, will utilise strong communication and relationship building skills and will develop a strong understanding of the not-for-profit environment along with the skills to navigate and unlock potential within the donor landscape.</p>		
Key Performance Areas		
Organisation	Vision	‘Improve, support and enhance all lives impacted by a premature or sick newborn’
Organisation	Values	Empathy, Community, Commitment, Respect
Role KPI’s	KPI’s	<ul style="list-style-type: none"> <li>• Deliver exceptional donor stewardship within a timely manner</li> <li>• Monitor and implement strategies to increase donor retention and lifetime value</li> <li>• Increase the value of the Regular Giving Program</li> <li>• Secure Programs Funding through Grants or other funding opportunities as per Funding Strategy and Annual budget</li> </ul>

Experience/ skills/ knowledge and qualifications

Essential	<ul style="list-style-type: none"><li>• Efficient with ability to multi-task.</li><li>• Strong analytical skills</li><li>• Exceptional relationship management skills</li><li>• A creative thinker who is proactive and shows initiative – able to independently make decisions and problem solve.</li><li>• Demonstrate strong customer service skills, along with excellent oral and written communication.</li><li>• Strong attention to detail</li><li>• Exceptional written and verbal communication skills</li><li>• Ability to work autonomously and be a self-starter.</li><li>• Confidence in working with senior team members liaise with a broad team with various functions/roles.</li><li>• High standard of competency in all Microsoft Office applications.</li><li>• Ability to remain calm under pressure and maintain a positive interpersonal attitude.</li><li>• Ability to be adaptable and support and assist all departments in busier, peak periods.</li> <li>• Demonstrate sensitivity, displaying warmth, be non-judgmental and able to communicate effectively with empathy.</li><li>• Ability to work to tight deadlines.</li><li>• Ability to follow policy and procedures.</li><li>• Ability to work collaboratively with managers, employees and volunteers within a team environment.</li><li>• Capacity to show initiative, drive, ownership, and professionalism.</li></ul>
Desirable	<ul style="list-style-type: none"><li>• 2+ years' experience in Marketing and/or Fundraising</li><li>• Ability to work with CMS (Content Management Systems) and CRM platforms to maintain and update data and content.</li><li>• Proficient at Microsoft Office suite. Experience using Microsoft Teams desirable.</li><li>• Experience with graphic design programs such as Canva to support development of or adapt marketing collateral and digital assets for eDMs etc.</li><li>• Project coordination experience, including end-to-end management of events/campaigns.</li></ul>

**key accountabilities and responsibilities**

<p>Donor Engagement</p>	<ul style="list-style-type: none"> <li>• <b>Deliver warm, professional donor care</b> across phone, website, email, and mail channels for Regular Giving, One-Time Donations, Workplace Giving Programs (WPG), and bequests.</li> <li>• <b>Be the first point of contact for inbound donations, managing the full donation process</b>, ensuring quality service and maintenance of donor data where needed.</li> <li>• <b>Coordinate donor acknowledgements (including supporting the Fundraising Officer where needed with Major Gifts recognition)</b> including thank you communications, distributing impact reports and supporter recognition initiatives.</li> <li>• <b>Work with the wider Fundraising team to escalate or identify opportunities</b> for Major Giving or long-term partnerships.</li> <li>• <b>Monthly and ongoing reporting and data analysis</b></li> <li>• <b>Lead the donor management of the Regular Giving Program and support continued growth of the program</b>, through coordinating onboarding, welcome journeys, stewardship and donor communications to increase retention and lifetime value.</li> <li>• <b>Identify and implement opportunities to enhance the donor experience across all donation interactions</b>, supporting repeat gifts or recurring donations.</li> <li>• <b>Work closely with Marketing</b> to increase one-time and Regular Giving donations.</li> </ul>	
<p>Grants and Program Funding</p>	<ul style="list-style-type: none"> <li>• <b>Develop and submit Grant applications and complete acquittals</b></li> <li>• <b>Develop, distribute (or present) over and above Program Funding proposals, letters or Sponsorship opportunities</b> (including with businesses and Public or Government bodies)</li> </ul>	

**key accountabilities and responsibilities**

General Team Office Duties

The below tasks are also required from the Donor Engagement & Grants Coordinator, along with the wider team. These include assisting to;

- Receive, answer and direct phone calls.
- Help to Identify and maintain safe work, health and safety practices.
- Provide a professional, friendly and welcoming office culture and environment.
- Provide administration support to departments in peak periods.
- Update, maintain and deliver supporter recognition, as directed by the departments.
- General office and reception duties, post, banking as needed.
- Ensuring staff and volunteer areas are clean, tidy and minimal to none H&S risk.
- Identify, report and rectify H&S issues.
- Ensure emergency procedures current and followed
- General housekeeping.
- Assist with delivery of the Foundation’s mission through services, resources and events.
- Fulfil orders and enquiries for product and donations
- Support and assist all events and functions of the Foundation.
- Support and assist all departments in peak periods.

Additional Requirements

- Some out of hours work may be required
- Monday - Saturday
- Some inter-state travel may be required

Authorities:

All payments must be approved and authorized by the CEO/COO

It is expected that you will be required to work any reasonable additional hours in order to ensure that your key responsibilities are completed. Staff members may be requested participate in brainstorming, volunteers meetings, team meetings, board meetings, conferences, trade shows, team bonding days or other external activities other than those specifically presented in this description to assist in a collaborative and positive environment.

I agree to perform the duties set out in the above position description and will carry out those duties to the performance standards required. This position description and responsibilities of this position may vary and is subject to change. An incumbent is required to comply with any reasonable work requests as directed.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_