



Position Description

Events Operations and Fundraising Coordinator

This position description outlines the role purpose, key responsibilities, values, and skills required to successfully perform in your role.

Status: Permanent, full-time	Location: Brisbane
Reports to: Events Operations Manager (Victoria)	Dotted reporting line to National Community Fundraising Manager (Newcastle)
Key relationships: <ul style="list-style-type: none">• Broader Revenue team• Marketing team• Services & Programs team• Finance & Operations team	

Purpose of the role

The Event Operations and Fundraising Coordinator supports the development and delivery of a range of major fundraising events and community fundraising activities.

The Event Operations and Fundraising Coordinator will support the planning, coordination and delivery of Camp Quality's major fundraising events, including the Convoy event series, as well as community fundraising initiatives across Queensland and nationally. This operational and relationship-focused role is integral to ensuring strong fundraising outcomes, best practice event delivery and excellent stakeholder engagement. The role will work closely with supporters, volunteers, suppliers and internal teams to deliver engaging fundraising experiences while also supporting broader events and fundraising activities nationally when required.

The role includes interstate travel to support the delivery of Camp Quality's national Convoy event series and other major fundraising events throughout the year.

Qualifications and training

- Qualifications and / or experience in event management, communications, marketing, sales or similar.



- Completion of Fundraising Institute of Australia (FIA) fundraising and/or compliance related courses, or similar, will be highly regarded.
- Training and / or experience using peer-to-peer fundraising platforms (*Funraisin* preferred) and EDM tools.
- Event delivery, including event logistics, recruitment of entrants and event volunteer recruitment.

Experience and knowledge

Preferred:

- 2 years' experience in events or community fundraising coordination/delivery.
- Experience supporting the planning and delivery of events, including stakeholder, supplier and logistics coordination.

Highly regarded:

- Prior involvement in supporter journey planning, fundraising campaigns and fundraising collateral development.
- Experience gained within a not-for-profit or membership-based organisation.
- Experience working with volunteers and community groups to achieve engagement or fundraising outcomes.
- Experience delivering presentations to community groups, clubs, businesses or external organisations.

Other requirements for this role:

- Excellent communication skills (written and verbal) and interpersonal skills.
- Confidence in making welcome phone calls to our supporters / outreach and prospecting calls to new supporters / organisations
- Organised, adaptable and able to prioritise, meet tight deadlines and successfully coordinate multiple and varied tasks.
- The ability to work autonomously; willingness to use initiative and anticipate stakeholder needs.
- A demonstrated willingness to work as a collaborative team member and independently as required.
- An understanding and appreciation of risk management and safety, including willingness to adhere to Camp Quality's WHS policies and procedure.
- Current unrestricted driver's licence and willingness to drive vehicles, including vans, for event and operational purposes.
- There will be manual lifting involved at times in role.
- Some out-of-hours work will be required.
- Some inter / intra state travel will be required.
- Other duties as required from time to time.
- Current Working with Children Check.



Role responsibilities

Determining what success looks like for this role will be expressed Key Performance Indicators – 'KPIs.' KPIs will be developed with the incumbent, upon commencement in the role and reviewed with the manager on a regular basis.

KEY AREAS OF RESPONSIBILITY

Major event operations:

- Support the planning, coordination and delivery of Camp Quality's major fundraising events, with a focus on the national Convoy event series.
- Assist the Events Operations Manager with event logistics, operational planning and event delivery activities.
- Coordinate the procurement and scheduling of event suppliers, contractors, entertainment providers and event infrastructure.
- Support the coordination of event equipment, including packing, transportation, storage, maintenance and freight logistics.
- Assist with the development and management of event schedules, run sheets and operational documentation.
- Support the recruitment, coordination and engagement of event volunteers and operational stakeholders.
- Assist with event site setup and pack down activities, working alongside suppliers, contractors and volunteers to ensure safe and efficient event delivery.
- Support the delivery of pre and post event functions, including launch events, briefings and recognition activities.
- Contribute to event risk management, safety compliance and adherence to Camp Quality policies and procedures.
- Participate in post event evaluations, debriefs and continuous improvement initiatives to enhance future event outcomes.

Events and community fundraising

- Assist community fundraisers, event participants and supporters to maximise their fundraising activities and achieve their fundraising goals.
- Actively identify, cultivate and secure new community fundraising opportunities, building strong relationships with individuals, groups and local networks.
- Represent the organisation at community events, delivering engaging and confident public presentations that promote fundraising opportunities and strengthen awareness.
- Work with the broader fundraising team to coordinate activities to maximise revenue.
- Coordinate the production of resources including (but not limited to) print, collateral, and event manual development, ensuring consistency across all activities.
- Ensure data integrity through accurate recording / entering and reporting of data across assigned activities.



KEY AREAS OF RESPONSIBILITY

- Utilise fundraising tools and platforms such as Funraisin and Salesforce to engage supporters and participants in a meaningful, data driven approach.
- Actively seek out industry best practice training / trends, particularly across fundraising and relationship management areas.

Marketing and communication

- Support the implementation of the social media strategy for assigned activities to increase reach and participant engagement.
- Coordinate and execute supporter / donor journeys for assigned activities.
- Provide effective communication to participants, via a variety of communication tools, including but not limited to EDMs, SMS and monthly newsletters.

Relationship management

- Assist with the coordination of all sponsors, fundraising committees, and internal / external stakeholders.
- Act as a key point of contact for event stakeholders (e.g. contractors, suppliers, local councils), ensuring clear communication, timely issue resolution, and alignment on event objectives and requirements.
- Engage and coordinate volunteers, where applicable.
- Account management and registration processing.

Risk management and safety

- Ensure all events related fundraising activities follow Camp Quality's fundraising assessment, risk management and Authority to Fundraise (ATF) procedures, adhere to both internal practices and applicable fundraising legislation.
- Actively participate in identified risk management and incident management training exercises.

Expectations for every Camp Quality employee

- Uphold the Camp Quality Values and culture through conduct that aligns with Camp Quality's Values and Behavioral Statements
- Has read, understands, and complies with key Safeguarding Children & Young People (SCYP) policies
- Complies with SCYP monitoring and reporting requirements
- Will successfully complete SCYP training, ensuring ongoing compliance
- Takes reasonable care for the health and safety of themselves and others
- Understands and complies with the Camp Quality Safety Culture & Safety Management Systems
- Reports hazards and incidents and participates in risk management practices, as required



Skills required for success

Skill Groups	Application to Role
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
Teamwork	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.

Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers, and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

	VALUES IN ACTION FOR MY ROLE
Optimism Spreading positivity, hope and enthusiasm in the way we interact with others	<ul style="list-style-type: none"> • Demonstrates and role models optimism and positive energy • Demonstrates resilience against challenges and obstacles • Influences outcomes positively
Integrity Encouraging trust through personal leadership	<ul style="list-style-type: none"> • Models and demonstrates high standards of trust, openness, and respect for others • Provides a high level of advice & support and honours commitments and promises to stakeholders • Is productive, diligent, conscientious, and timely in work performance
Celebrating Life Approaching Life as an adventure	<ul style="list-style-type: none"> • Performs work responsibilities wholeheartedly, with energy and commitment • Demonstrates motivation to complete challenges and tasks • Contributes to acknowledging positive performance & effort of others



VALUES IN ACTION FOR MY ROLE	
<p>Accountability Accepting responsibility for actions and results</p>	<ul style="list-style-type: none"> • Accepts responsibility for actions and results for area of expertise • Takes ownership of performance standards and mistakes • Manages emotions effectively with work volume and recovers quickly from set-backs
<p>Excellence Seeking greatness in all that we do</p>	<ul style="list-style-type: none"> • Values and inspires the highest quality of service in all relationships • Maintains attention to detail to achieve high level of performance • Demonstrates efficiency and quality in own work to grow the business • Focuses on high performance results above expectation