

## JOB DESCRIPTION

# HIGH-VALUE FUNDRAISING ADMINISTRATOR

<b>Department</b>	Fundraising and Technology
<b>Reports to</b>	Head of Philanthropy and Partnerships
<b>Direct Reports</b>	Nil
<b>Grade</b>	Grade 8
<b>Status</b>	Full-time, Permanent
<b>Location</b>	Sydney or Melbourne - Hybrid 2 days at the office
<b>Date Created / Reviewed</b>	June 2026

### Role Purpose

The High Value Fundraising Administrator plays a critical role in supporting the success of Greenpeace Australia Pacific's (GPAP)'s High Value Team, including the Major Gifts and Gifts in Wills programs. Providing high-quality administrative, operational and organisational support, this role helps ensure the team can effectively engage, steward and grow relationships with high-value supporters.

With a strong focus on efficiency, coordination and data integrity, the High Value Fundraising Administrator is responsible for maintaining accurate donor records, supporting the delivery of donor engagement activities and ensuring key processes and tasks are completed in a timely and professional manner. Through their attention to detail and proactive approach, this role enables the High Value Team to deliver an exceptional supporter experience and achieve its ambitious fundraising goals.

<b>Greenpeace Values</b>	<b>Greenpeace Mindset</b>
Global Mindset	Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the
Trust and Respect	
Values People	
Knowledge Sharing	

Goal Orientated	earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.
Cutting Edge	

<b>Key metrics</b>
Administration
Stewardship Operations and Donor Communications
Data Integrity and CRM Management
Compliance with Framework Conditions

<b>Role Responsibilities</b>	
<b>Administration</b>	
<b>Key Metric</b>	<b>How Success is Measured</b>
<b>The High Value Team is able to work to the highest standard, due to effective administration and project support</b>	<ul style="list-style-type: none"> <li>• Support the financial administration processes for the High Value Team, including invoice processing, expense reconciliations and supplier payments, ensuring accuracy and completion within agreed timeframes.</li> <li>• Track, process and receipt donations promptly, maintaining an exceptional supporter experience and ensuring no backlog in donation administration.</li> <li>• Prepare and maintain fundraising reports, including monthly performance trackers, quarterly international reporting and annual benchmarking submissions, ensuring data is accurate, insightful and delivered on schedule.</li> <li>• Maintain accurate records of receipts, contracts, supplier documentation and other financial records, ensuring compliance with organisational policies, audit requirements and financial controls.</li> <li>• Provide accurate fundraising, donation and forecasting data to support reporting requirements for the Fundraising &amp; Technology Director</li> <li>• Coordinate team meetings, planning sessions and projects, including the preparation of agendas, meeting papers, minutes and follow-up actions.</li> <li>• Support the effective delivery of team projects by monitoring administrative requirements, tracking action items and assisting stakeholders to meet agreed deadlines.</li> <li>• Develop and maintain professional project documentation, presentations and reports to support decision-making, stakeholder engagement and fundraising initiatives.</li> <li>• Coordinate travel arrangements, itineraries and logistics for the High Value Team, ensuring donor visits and team activities are organised efficiently and cost-effectively.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor and reconcile travel, event and project expenses against approved budgets, providing timely information to budget holders and supporting sound financial management.</li> <li>• Work collaboratively with colleagues across GPAP to streamline administrative processes, improve operational efficiency and support an outstanding experience for donors and stakeholders.</li> </ul>
--	--

### Stewardship Operations and Donor Communications

Key Metric	How Success is Measured
<p><b>Greenpeace high value donors feel a strong connection to the organisation due to effective stewardship and supporter outreach</b></p>	<ul style="list-style-type: none"> <li>• Coordinate the timely preparation and distribution of welcome packs, information packs and supporter materials, ensuring new and prospective donors receive a professional and engaging introduction to Greenpeace within agreed service standards.</li> <li>• Manage donor enquiries, requests and administrative needs with sensitivity, discretion and urgency, delivering a high-quality supporter experience at every interaction.</li> <li>• Monitor and maintain inventory levels of donor collateral and event materials, ensuring adequate stock is available to support fundraising campaigns, donor stewardship activities and events.</li> <li>• Prepare and coordinate formal donor correspondence, including thank you letters, acknowledgements and executive communications, ensuring all communications are accurate, personalised and delivered in a timely manner.</li> <li>• Prepare and distribute pledge reminders, gift letters and other donor stewardship communications, maintaining accuracy and supporting strong donor engagement and retention.</li> <li>• Work collaboratively with fundraising colleagues to coordinate the delivery of donor communications, including newsletters, proposals, presentations, updates and impact reports, ensuring supporters remain informed, valued and connected to Greenpeace's work.</li> <li>• Provide administrative and logistical support for donor cultivation, stewardship and solicitation activities, including major donor moves management and cross-program collaboration across the High Value Team.</li> <li>• Coordinate donor events, prospect meetings and engagement activities, including venue sourcing, catering, invitations, guest list management, materials preparation and event logistics.</li> <li>• Support the delivery of high-quality donor experiences by ensuring all event and meeting arrangements are managed professionally, efficiently and with attention to detail.</li> <li>• Identify and facilitate opportunities for collaboration across Major Gifts, Gifts in Wills and other High Value fundraising streams to strengthen donor engagement and maximise fundraising outcomes.</li> </ul>

### Data Integrity and CRM Management

Key Metric	How Success is Measured
------------	-------------------------

<p><b>Data integrity is strong and the CRM is meticulously kept to best serve our donors and Greenpeace</b></p>	<ul style="list-style-type: none"> <li>• Maintain accurate and up-to-date donor and prospect records within Salesforce, ensuring meeting notes, relationship updates, actions and gifts are recorded within agreed service standards (generally 24 - 48 hours)</li> <li>• Prepare and maintain weekly fundraising trackers, monthly performance reports and other reporting requirements, ensuring data is accurate, reliable and delivered on schedule.</li> <li>• Proactively monitor data quality and integrity, identifying and resolving duplicate records and ensuring donor and prospect information is consistently maintained to a high standard.</li> <li>• Ensure donor, prospect and organisational relationship records are accurately connected and categorised within Salesforce, providing a clear view of supporter engagement and networks.</li> <li>• Maintain detailed donor profiles, including contact preferences, interests, motivations and engagement history, enabling highly personalised stewardship while ensuring compliance with privacy and data governance requirements.</li> <li>• Compile annual benchmarking data, international reporting requirements and other fundraising performance reports with a high degree of accuracy and attention to detail.</li> <li>• Maintain and continuously improve operational procedures, guidance documents and process records to support consistency, efficiency and best practice across the High Value Team.</li> <li>• Maintain and update key team resources, including donor stewardship frameworks, communications procedures, donation processing guides, event calendars and other operational documentation.</li> <li>• Contribute to a culture of data excellence by ensuring fundraising records, processes and reporting systems remain accurate, accessible and fit for purpose.</li> </ul>
<p><b>Compliance with Framework Conditions</b></p>	
<p><b>Key Metric</b></p>	<p><b>How Success is Measured</b></p>
<p><b>Compliance with relevant workplace law and Greenpeace policies and ensures that activities have not put Greenpeace into disrepute</b></p>	<ul style="list-style-type: none"> <li>• Abide by Greenpeace Australia Pacific employment policies as relevant (including but not limited to: Workplace Health and Safety, Equal Opportunity Employment, confidentiality policies)</li> <li>• Ensure that your personal or campaign activities will not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Manager).</li> </ul>

## Role Requirements

### Knowledge

- Familiarity with financial administration processes, including generating invoices, tracking payments and reconciliations.
- General knowledge of environmental movement/politics and history
- Fundraising and/or sales knowledge (desirable)

**Skills**

- Excellent written and verbal communication skills
- Highly organised
- Ability to source information for a variety of reports
- Problem solving skills
- Interpersonal relationship skills, in particular building constructive and long-term relationships with both internal and external parties
- Fast and accurate data entry skills
- Technical competency in Google Suite (Docs, Sheets, Slides), Google Drive, Google calendar and Gmail, Canva
- Familiarity with CRM software (Salesforce desirable)

**Experience**

- Relevant tertiary qualifications, or equivalent professional experience
- At least one 1 year experience in a similar or related role
- Experience in stakeholder management and engagement
- Experience in administration
- Event coordination experience (desirable)
- Experience in an not-for-profit organisation (desirable)

<b>Employee Commitment</b>	
Signature:	Date: