

Role Description			
Position Title:	Supporter Services Team Leader		
Status:	Full-time	Location:	Margarete Ainsworth Building, Randwick
Reports to:	Individual Giving Manager	Positions reporting to this role:	Supporter Services Representative; casual/temporary staff as required

Position Overview

The Supporter Services Team Leader is responsible for maximising revenue and ensuring an outstanding supporter experience by overseeing supporter care, donation processing, data integrity, and administrative functions. The role supervises the Supporter Services Representative and casual/temporary staff, ensuring adequate phone coverage, timely completion of duties, and consistently high service standards.

The Team Leader works closely with the CRM Specialist and other fundraising team members to uphold excellent data hygiene and continuously improve supporter experience. This is a hands-on role in which the Team Leader performs day-to-day supporter service and administration tasks while also providing supervision and guidance to the team.

Neuroscience Research Australia (NeuRA)

Neuroscience Research Australia (NeuRA) is a leading independent medical research institute whose vision is to prevent and cure disease and disability of the brain and nervous system through leadership, excellence and innovation in neuroscience research. NeuRA has world-class research facilities and is based at Randwick in Sydney.

NeuRA's Objectives

Our vision is to prevent and cure disease and disability of the brain and nervous system through leadership, excellence and innovation in neuroscience research.

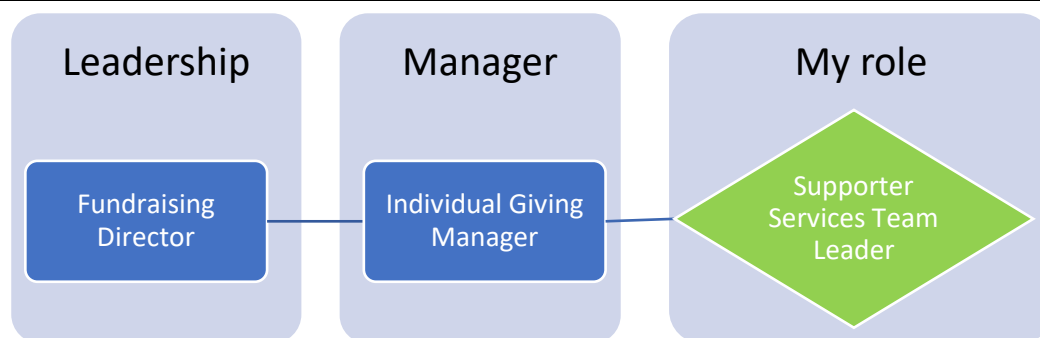
NeuRA is committed to improving research quality. Our goals are to:

- Raise awareness
- Educate, train & foster
- Promote openness
- Adopt improvement

NeuRA's Values

Our values are the principles that guide our work and behaviours every day:
Innovation. Excellence. Integrity. Leadership. Human impact.

Organisational Structure



Key Responsibilities

Leadership & Team Oversight

- Supervise the Supporter Services Representative and casual/temporary staff, providing daily direction, coaching, and performance support.
- Ensure adequate staffing levels to maintain continuous phone coverage and prompt response to supporter enquiries.
- Train new and existing team members in supporter services processes, CRM practices, and data hygiene standards.
- Conduct quality assurance checks to ensure work is completed accurately, consistently, and to a high standard.
- Foster a positive, collaborative, and high-performing team culture.
- Lead by example as an active member of the Supporter Services function, completing day-to-day tasks alongside the team.

Supporter Service & Administration

- Act as the escalation point for complex supporter enquiries, complaints, and sensitive donor situations.
- Oversee end-to-end donation handling, including opening and sorting mail, data entry, banking, receipting, acknowledgements, and special recognition tasks required by Fundraising Managers, Executive Director or CEO.
- Ensure weekly and monthly financial reports, reconciliations, and documentation are completed accurately and on time in partnership with Finance and Fundraising colleagues.
- Maintain strong knowledge of donor journeys, appeals, and supporter processes to ensure seamless operational support.
- Personally complete supporter care tasks, donation processing, data entry, receipting, banking and enquiry management as part of the daily workflow.

Data Quality & CRM Collaboration

- Work closely with the CRM Specialist and other fundraising team members to ensure donor and donation data is accurate, consistent, and compliant with data quality requirements.
- Lead frontline implementation of data hygiene practices within the Supporter Services function.
- Identify data or process gaps and recommend improvements to systems, workflows, and documentation.
- Support data-related needs for appeals, campaigns, reporting, and supporter engagement.

Continuous Improvement

- Review supporter service processes and identify opportunities for efficiency, automation, and improved supporter experience.
- Develop, update, and maintain procedure documents and administrative guidelines.
- Recommend enhancements to systems, tools, and practices that support donor stewardship and operational effectiveness.

Measures of Success (outcomes & deliverables)

- High supporter satisfaction and timely resolution of enquiries.
- Accurate, clean, and up-to-date supporter and donation data.
- Efficient daily operations with clear task ownership and full task completion.
- Timely and accurate financial and reporting processes.
- Staff are well-trained, supported, and performing to expectations.

Core Competencies, Requirements and Experience

Essential:	Desirable:
<ul style="list-style-type: none"> - Demonstrated experience supervising or guiding staff in an administrative or customer/donor-service environment. - Experience using a fundraising CRM 	<ul style="list-style-type: none"> - Raiser’s Edge/NXT power user - Experience training others in systems or processes.

<ul style="list-style-type: none"> - Willingness and ability to become a Raiser’s Edge/NXT power user - Strong understanding of data hygiene principles and data management in a fundraising environment. - Excellent organisational and time management skills. - High attention to accuracy in data entry and processing. - Proven ability to deliver exceptional supporter/customer service. - Ability to work collaboratively within a small team 	<ul style="list-style-type: none"> - Experience developing written procedures or process documentation.
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Relationships and Interactions

<p>Internal:</p>	<p>External:</p>
<ul style="list-style-type: none"> • Fundraising team members. • NeuRA researchers. • IT and Finance departments. • Other administrative support services (facilities and reception). 	<ul style="list-style-type: none"> • Supporters • Fundraising consultants and agencies. • List owners, suppliers and aggregators. • Tele-marketing suppliers. • Database provider (Blackbaud)

All staff will undergo a Performance Review with their supervisor annually to ensure they are being supported to exceed in their role. This Position Description will be used to inform the Performance Review.

Occupational Health and Safety

All workers at NeuRA must familiarise themselves and comply with NeuRA general Policies and all NeuRA Work Health and Safety Policies.

Responsibilities of all workers:

- Be familiar with and ensure compliance with the WHS Act 2011 and Regulation 2017
- Co-operate with WHS policies and procedures to ensure your own health and safety and that of others within the workplace
- Attend all training sessions as required
- Do not interfere or misuse equipment provided for the health, safety and welfare of persons at work

Diversity

NeuRA is an Equal Employment Opportunity Employer. We are committed to promoting equality of opportunity and eliminating discrimination in all our employment policies and practices.

NeuRA acknowledges the traditional custodians of the lands on which we work, and extends respect to all Elders past, present, and emerging.

Right to Work

You must have the right to live and work in Australia for the duration of your appointment at NeuRA.

Privacy Notification

The collection and handling of declarations and personal information relevant to your employment or appointment will be consistent with the requirements of the Privacy Act 1988.

Changes

Changes to this role description may be made from time to time to suit the requirements of the organisation.