

Reports to	Head of Fundraising and Operations
Key relationships	• Donors • Chief Executive Officer (internal) • Head of Fundraising and Operations (internal) • Finance Officer (internal) • Foundation's accountant and auditors (external) • Salesforce Consultant/s (external)
Working requirements	Hybrid - in-office and remote
Role type	Permanent part-time
Working hours	15 hours per week
Office location	Sydney Eye Hospital Foundation, Sydney and Sydney Eye Hospital, 8 Macquarie Street, Sydney

About Sydney Eye Hospital Foundation

In 1981, three Sydney ophthalmologists Professor Francis (Frank) Alfred Billson AO, Dr Frank Lane Ritchie CBE, and Dr John Wallis (Jack) Hornbrook had a vision to improve eye health services in the city they called home.

This vision gave rise to the creation of the Sydney Eye Hospital Foundation and collaboration among doctors, nurses, volunteers, patients, and philanthropists. By working together with our community, the Foundation continues to thrive and expand, driving excellence in eye care.

Our purpose	We're dedicated to improving eye health for all, now and in the future. We do this by working with the community to fund programs that provide equal access to care at Sydney Eye Hospital while also investing in scientific research, specialised equipment, and the ongoing training of ophthalmology specialists
Our values	The Foundation's culture is friendly, collaborative, stakeholder centric, and focussed on making the best decisions to support win-win outcomes for Sydney Eye Hospital's patients, eyecare teams, and supporters of the Foundation. We value: Patient centred care + Collaboration + Excellence + Transparency

About the role

PRIMARY PURPOSE

This position plays an important role in contributing to the smooth running of the Foundation by directly assisting the Head of Fundraising and Operations. You will be responsible for a variety of database administrative tasks including processing donations, general administrative duties and in supporting fundraising and engagement activations with Sydney Eye Hospital staff, donors, and community.

KEY ACCOUNTABILITIES

Donor services

Fundraising Administrator

- Respond to donation inquiries and process donations received by telephone, digital channels, written correspondence, and in-person in a professional and timely manner.
- Ensure timely and accurate input of supporter information and donations into donor database, Salesforce, maintaining data hygiene.
- Process information across all donation and engagement programs; reconciling support in database.
- Oversight in consultation, with Fundraising and Operations Manager, of data input, entering details and appropriate codes, updating of data records.
- Adhere to standard operating procedures, ensure compliance with data protection and privacy requirements, and contribute to developing policies and processes.
- Maintain in-depth knowledge of supporter database functions, processes, and procedures; investigate challenges and system issues, recommend solutions, and implement changes as appropriate.

Fundraising

- Assist with pipeline and stewardship reminders and donor journeys in consultation with Fundraising and Operations Manager
- Extract donor data and supporter list to enable acquisition, and retention initiatives.
- Assist with event coordination across fundraising, hospital and community engagement activations.
- Support the team in identifying new fundraising opportunities and be proactive in seeking ways to enhance the daily administration and data management of the Foundation

General office administration

- Respond professionally to incoming inquiries (including the info@ general inquiry email), phone calls, emails, and face to face inquiries.
- Be responsible for stationery and other office supplies and coordinate any office maintenance and repairs.
- Be responsible for collecting and receiving couriers and mail.
- Assist with ensuring compliance with all Equal Employment Opportunity and Workplace Health & Safety requirements and in keeping the workplace safe and hazard free.

POSITION DESCRIPTION

Fundraising Administrator

About you

SELECTION CRITERIA

Skills and Experience

- Relevant qualifications and experience in fundraising administration, data entry and analysis customer care, or a related field
- Exceptional data admin skills with experience in CRM, (Salesforce an advantage), record management, data entry, and data reporting
- Competent in problem solving with a proactive and solutions focused approach to improving systems and processes
- Strong administration skills including the use of MS Office programs and a high level of customer service with the ability to engage with supporters in person and on the phone
- Highest levels of attention to detail and communication skills, both written and verbal
- Experience or interest in event coordination
- Ability to work independently and as part of a small, passionate and fast paced team
- A passion to support this wonderful Foundation's work, raising funds, acknowledging donors and community support helping patients.