

POSITION DESCRIPTION

Community Engagement Coordinator

Position: Community Engagement Coordinator

Status: Full-time

Accountable to: Philanthropy and Communications Manager

Location: Mary's House Services office locations, North Sydney, and community locations as needed

PRIMARY PURPOSE

Joining a growing team, the Community Engagement Coordinator is responsible for supporting the Philanthropy and Communications Manager to nurture and manage relationships with community stakeholders, including event participants, volunteers, corporates, schools, clubs, community organisations and individuals who support Mary's House Services in a range of ways.

The Coordinator plays a pivotal role in the planning, coordination and delivery of in-house events, and is the main liaison for community fundraising events. This includes responsibility for volunteer coordination, supporter engagement, community and corporate supporter communications, and associated administration.

POSITION IN CONTEXT

- Reporting to the Philanthropy and Communications Manager.
- Part of a growing team, currently six members, overseen by the Philanthropy Director.
- Works collaboratively with the Philanthropy Coordinator, who supports fundraising appeals, donor communications, supporter stewardship, research and agreed event support.
- Has responsibility for events including in-house fundraising events, and engages with community fundraising supporter events.
- Engages with community supporters, event participants, volunteers, corporates, community organisations, schools, clubs, councils, venues and other external stakeholders.
- Occasional evening or weekend work may be required for events and supporter activities; time in lieu is offered.
- All team members are expected to pitch in and provide practical support when required.

RESPONSIBILITIES

- **Community Fundraising**
 - Grow, coordinate and collaboratively manage community fundraising initiatives, including third-party activities led by individuals, community organisations, clubs, schools, groups, businesses and other supporters.
 - Support community members and organisations wishing to raise funds on behalf of Mary's House Services.
 - Research and develop a pipeline of new community supporter relationships to attract new donors and deepen community engagement with Mary's House Services.

- Coordinate and update information on fundraising platforms such as Raisely and other relevant systems.
- **In-house Events**
 - Grow, coordinate and manage major in-house fundraising events, including the annual Mary's House Walk and gala lunches or dinners, as well as initiatives such as raffles, golf days and other fundraising activities.
 - Provide practical and administrative support before, during and after events, including planning, logistics, supporter communications, volunteer coordination, supplier liaison and post-event follow-up.
- **Corporate and Community Supporter Engagement**
 - Work closely with the Philanthropy and Communications Manager to manage existing community supporter and corporate supporter relationships.
 - Provide high-level administrative and communications support for the Philanthropy Director's, Manager's and CEO's engagement with community fundraising supporters and corporate supporters.
 - Respond to supporter enquiries in a timely, warm and professional manner.
 - Provide excellent supporter care and communicate gratitude to donors, guests, volunteers, partners and event participants.
- **Communications and Brand**
 - Work collaboratively with the Philanthropy Coordinator to maintain and develop communications for community fundraising initiatives across website, social media, print, email and other channels as required or directed by the Philanthropy and Communications Manager.
 - Ensure Mary's House Services' brand, tone and core messaging are represented consistently at all events, including community fundraising events.
 - Prepare or coordinate supporter updates, event communications, fundraising materials and other resources in collaboration with the Manager and team.
- **Volunteer Coordination**
 - Coordinate and support the recruitment, briefing and engagement of volunteers who support in-house or community fundraising events.
 - Manage volunteers at events and help ensure volunteers have a positive experience.
- **Administration, Records and Reporting**
 - Record information accurately in the CRM database about community fundraising, supporter engagement, corporate relationships, volunteers and events.
 - Provide updates and reports to the Manager on the results of events and community fundraising.
 - Maintain accurate records relating to event plans, supporter communications, fundraising activity, outcomes and follow-up actions.
- **Collaboration and Team Contribution**
 - Work collaboratively with the Team and colleagues across the organisation to achieve fundraising and engagement objectives.
 - Contribute to a positive fundraising culture, team planning and continuous improvement.
 - From time to time, undertake other duties as directed by the Manager.

KEY EXTERNAL RELATIONSHIPS

- Community fundraising supporters
- Event participants and guests
- Volunteers
- Corporate supporters and sponsors
- Community organisations, clubs, schools, parent groups and cultural or place-based groups
- Councils, venues and local businesses
- External suppliers and event service providers
- Fundraising platform and ticketing providers

ESSENTIAL ATTRIBUTES

- Working with Children Check and National Criminal Record Check.
- Willingness to work outside normal business hours occasionally, with time in lieu offered.
- Commitment to confidentiality, respectful supporter care and a collaborative team culture.

ESSENTIAL EXPERIENCE, SKILLS AND QUALIFICATIONS

- Relevant experience in community fundraising, event coordination, community relations, stakeholder engagement, donor relations or related fields.
- Demonstrated ability to coordinate events, projects or community fundraising activities involving multiple tasks, stakeholders and deadlines.
- Excellent interpersonal and relationship-building skills and a commitment to positive supporter experiences.
- Strong written communication, editing and proofreading skills.
- Strong administration, organisation, time management and attention to detail.
- Ability to manage competing priorities, work collaboratively and take responsibility for allocated tasks.
- Experience using a CRM, supporter database or similar system.
- Proficiency in Microsoft Office, including Word and PowerPoint, with the ability to learn new technology quickly.
- Ability to learn and use fundraising, event, ticketing, digital communications and design platforms, such as Raisely, Humanitix, Eventbrite and Canva.
- Confidence and skills to speak publicly if required, call potential partners, manage volunteers at events and respond to enquiries.
- Confidence and skills to identify potential donors, seek financial and in-kind support, sell raffle tickets and undertake similar fundraising activities in appropriate event or supporter engagement contexts.
- Discretion and sound judgement when handling confidential supporter, donor, volunteer and partner information.
- Affinity with Mary's House Services' values: championing gender equality, celebrating diversity and advocating for everyone's right to live in safety, with respect, empathy, kindness and choice at the heart of our work.

DESIRABLE EXPERIENCE, SKILLS AND QUALIFICATIONS

- Experience coordinating community fundraising or supporter-led fundraising activities.
- Experience supporting fundraising events, donor communications or supporter stewardship activities.
- Experience using fundraising platforms, event ticketing software, email marketing systems, website content management systems, social media platforms or digital design tools.
- Experience contributing to corporate supporter or sponsorship engagement.
- Experience in a not-for-profit or community-based organisation.
- Relevant tertiary or other qualifications in fundraising, communications, marketing, event management, community engagement, nonprofit management or a related field.

KEY PERFORMANCE INDICATORS

- Community fundraising initiatives and in-house events are coordinated effectively and within agreed timelines.
- Community fundraising supporters, event participants, volunteers and corporate supporters receive timely, warm and professional communication.
- Community fundraising enquiries and supporter-led activities are managed professionally and promptly.
- Volunteer coordination supports positive volunteer experiences and effective event delivery.
- Community fundraising, event and supporter records are maintained accurately in the CRM and related systems.
- Targets for revenue and income generation associated with the role are met.
- Fundraising platforms, event information and communications materials are updated accurately and on time.
- Reports on community fundraising and event activity are accurate, useful and delivered within agreed deadlines.
- Positive feedback is received from supporters, volunteers, stakeholders and colleagues.
- Effective collaboration across the Philanthropy and Communications team supports revenue growth and community engagement.

EMPLOYEE VALUE PROPOSITION

- You play an important role in addressing a national crisis; your work supports women and their children to live free from domestic and family violence.
- You work with colleagues who champion gender equality, celebrate diversity and advocate for everyone's right to live in safety.
- At the heart of your work are respect, empathy, kindness, and giving people control over their choices.
- Your wellbeing at work is always a priority; frontline workers are provided with individual supervision.
- You are paid fairly, provided with above-average leave benefits, and you can salary-package, further increasing your take-home pay.

COMMITMENT TO CHILD SAFETY

At Mary's House Services, every child has the right to be safe and feel safe. Mary's House Services commits to the safety and wellbeing of every child it engages with and every child in its care. As a child-safe organisation, Mary's House Services educates everyone involved in the organisation about what it means to be a child-safe organisation, so that it can prevent, detect, and effectively respond to child abuse. Mary's House Services ensures everyone involved in the organisation knows how to appropriately respond to complaints, allegations, disclosures and breaches of the Child Safe Code of Conduct.