

POSITION DESCRIPTION

Fundraising Administrator - Acquisition

POSITION DETAILS			
Directorate:	Fundraising and Partnerships		
Position reports to	Fundraising Coordinator - Regular Giving		
Direct reports	Nil		
Location	Richmond	Date approved	October 2026

Purpose of the position

The Fundraising Administrator provides essential administrative support to donor care and fundraising operations by keeping donor information accurate, processing donations efficiently, and maintaining consistent data standards. The Administrator helps strengthen donor relationships through timely, professional responses to enquiries and by supporting communication activities and day-to-day program needs. By delivering reliable administration and contributing to smooth operational workflows, the Fundraising Administrator plays a key part in enabling strong fundraising performance and achieving organisational goals.

Key Accountabilities	
Tasks and Responsibilities	• Maintain accurate, current, and well-organised donor and fundraising records to support effective reporting. • Process donations and associated documentation promptly, ensuring all administrative steps are completed to organisational standards. • Manage data consistently across systems, upholding accuracy, compliance, and established data-entry protocols. • Support donor communications by updating contact lists, preparing information as required, and ensuring records reflect recent interactions. • Provide administrative support to the Fundraising and Partnerships Team, contributing to smooth day-to-day operations. • Respond to internal and external enquiries in a timely and professional manner. • Assist with reconciliation, data checks, and the preparation of routine fundraising reports. • Assist with coordinating with suppliers, contractors, and service providers involved in fundraising activities as required. • Contribute to continuous improvement by supporting quality assurance processes and identifying opportunities to enhance workflows. This position may require travel to RFDS locations from time to time.
Key Stakeholders	Internal • Fundraising and Partnership Team

	• Finance Team • Other RFDS Victoria Directorates • Interstate RFDS Colleagues External • RFDS Victoria Supporters and Stakeholders • Volunteers • Agencies, Suppliers, and Contractors
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Key Selection Criteria	
Knowledge and Skills	1. Organisational Skills: Ability to manage multiple tasks to prioritise workload effectively. This includes keeping accurate records, maintaining schedules, and ensuring that all tasks are completed in a timely manner. 2. Communication Skills: Effective oral and written communication skills demonstrated through strong interpersonal skills to interact professionally with clients, stakeholders, and team members. This includes the ability to listen actively and respond appropriately to queries and requests. 3. Attention to Detail: Demonstrate a high level of attention to detail, ensuring that all documents, data entries, and correspondences are error-free and adhere to business requirements. 4. Technical Proficiency: Proficiency to work confidently across a range of digital systems, tools, and platforms. This includes strong capability with standard office software, experience using databases or CRM systems, and a willingness to learn new technologies or troubleshoot issues as required.
Qualifications and Experience	1. Experience in a similar administrative or fundraising support role, ideally within the non-for-profit sector. 2. Experience in processing Accounts Receivable transactions, including EFT, cash, and cheque payments, as well as performing account balancing, reconciliation, and banking duties. Desirable 1. Experience working with fundraising databases such as Raiser's Edge or similar CRM platforms. 2. Knowledge of Regular Giving or donor lifecycle processes. 3. Experience using reporting tools or data insight platforms (e.g., Dataro, Power BI). 3. Understanding of donor stewardship principles and supporter focused communication.

Checks, Licenses & Registration

Probity checks must be completed as indicated below:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

☒ National Police Check/Criminal Record Check [Mandatory]	☒ Drivers License [required for travel to RFDS locations]
☐ Working with Children Check	☐ Discipline Specific Vaccination – Covid (3 doses)
☐ Professional Registration Choose an item.	☐ Discipline Specific Vaccination-Influenza
☒ Evidence of Right to Work in Australia [Mandatory]	☐ Discipline Specific Vaccination-Hep B or other

Important information

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

Therefore, employees are expected to meet their obligations under the relevant policies related but not limited to Child Safety and Workplace Health & Safety.

Approval

Signatures	
Employee:	
Manager:	
Date:	