

POSITION DESCRIPTION

Position Title	Fundraising Assistant
Reports to	Senior Fundraising Manager
Department	Fundraising & Communications
Location	165-169 Brunswick St, Fitzroy VIC 3065
Direct reports	Nil
Award & classification	SCHADS Award Level 2, Part-time (0.6 FTE)

ABOUT ST MARY'S HOUSE OF WELCOME

Our Mission: Inspired by the spirit of the Daughters of Charity, and underpinned by the Principles of Catholic Social Teaching, St Mary's House of Welcome seeks to further social justice by standing with people who are disadvantaged offering support, solutions, and hope.

Our Purpose: In the heart of Fitzroy, we stand with Melbourne's most vulnerable - listening deeply, welcoming with dignity, and creating connections that transform lives.

Our Values:

Respect - We treat each person as a unique creation of God

Welcoming - We accept all without judgement, acknowledge and celebrate their dignity and worth

Relationships - We build trust through the integrity of our relationships with service users and stakeholders

Hopefulness - We support service users positively and assist them to realise the potential in their lives

Responsiveness - We take purposeful action and evaluate what we do in pursuit of positive outcomes

POSITION PURPOSE

Reporting to the Senior Fundraising Manager and working closely with the Fundraising & Communications team, the Fundraising Assistant provides practical and administrative support across a range of fundraising activities. The role involves maintaining positive relationships with individual donors, community groups and key supporters, ensuring accurate donor administration and donation processing, and assisting with fundraising events and donor acquisition initiatives.

KEY RESPONSIBILITIES

Donor relations and fundraising support

- Provide responsive and professional support to St Mary's House of Welcome donors, including telephone donations and fundraising enquiries.
- Support donor communications and engagement activities, including personalised written communication and thank-you correspondence.
- Assist with donor events, community fundraising, regular giving, appeals and other fundraising campaigns, including practical campaign administration, data preparation, proofreading and coordination of materials as required.
- Support fundraising and donor acquisition initiatives as directed by the Senior Fundraising Manager.

Database and donation processing

- Maintain timely and accurate donor records in the CRM (Salesforce non-profit Cloud).
- Process donations accurately and efficiently, including coding, banking and receipting, and prepare thank-you letters and certificates of appreciation within agreed timeframes.
- Produce selection files and reports for appeals, newsletters, eDM campaigns and fundraising analysis.
- Maintain CRM data integrity, including returned mail, address updates, duplicate and merge processes, inactivation and relationship tracking.
- Assist with reconciliation of donation income with our Finance Team.

Gifts in kind and material aid

- Work with internal stakeholders to facilitate the procurement and receipt of gifts in kind and material aid in response to organisational needs.
- Engage with donors to support positive, ongoing relationships and ensure gifts are appropriately acknowledged.

Teamwork, compliance and accountability

- Work collaboratively with supporters, employees, volunteers and external stakeholders in accordance with St Mary's House of Welcome values and professional standards.
- Participate in relevant meetings, training and cross-team initiatives.
- Comply with organisational policies, procedures, privacy and confidentiality requirements, relevant fundraising legislation and workplace health and safety obligations.
- Undertake other reasonable duties and ad hoc projects consistent with the role.

ABOUT YOU

You will be an organised and detail-focused person who enjoys working with people and providing excellent support. You will be comfortable managing administrative tasks, working with data and systems, and communicating with donors, supporters and colleagues. You will also have a genuine interest in fundraising and donor engagement and be keen to build your skills and understanding of what motivates people to support a cause.

To be successful in this role, you will bring:

- Experience in an administrative, fundraising, customer service, marketing or similar support role, with transferable skills relevant to fundraising.
- Strong organisational and time management skills, with the ability to manage competing priorities and meet deadlines.
- Excellent written and verbal communication skills and the confidence to communicate professionally and warmly with donors, supporters and other stakeholders.
- Strong attention to detail and a commitment to maintaining accurate records and data.
- Confidence using Microsoft Office and CRM systems, with the ability to learn new systems.
- The ability to build positive relationships and work collaboratively with colleagues, volunteers and external stakeholders.
- Initiative, good judgement and the ability to work both independently and as part of a small team.
- A proactive approach, with the ability to take ownership of tasks, follow up actions and see work through to completion.
- A genuine interest in fundraising and donor engagement, with curiosity about what motivates people to support a cause and a willingness to learn and develop your fundraising skills.
- An understanding of confidentiality and the importance of handling donor and organisational information appropriately.
- Alignment with the mission, purpose and values of St Mary's House of Welcome.

Desirable

- Experience in fundraising or the not-for-profit sector.
- Experience with Salesforce non-profit Cloud.
- Qualifications or study in fundraising, marketing, communications, business administration or a related area.

ADDITIONAL REQUIREMENTS

- The organisation may require the position holder to undertake additional responsibilities or work in other areas, subject to business requirements and the position holder's skills and competencies.
- All duties must be undertaken in accordance with relevant legislation and organisational policies, procedures and practices.
- The position holder is expected to uphold ethical standards and St Mary's House of Welcome's values, and to act with honesty, integrity and good faith at all times.