



Position Description		
Title:	Supporter Engagement Administrator	
Department:	National Engagement	
Purpose:	This role is responsible for providing supporter service and administrative support. Working two days per week, this role responds to supporter enquiries, processes donations and supporter record updates, and provides surge support during busy periods to help ensure a positive supporter experience.	
Reports to:	Supporter Engagement Inbound Team Lead	
Direct Reports/ Supervises:	N/A	
Key Relationships:	Internal – Supporter Engagement Manager, Supporter Engagement Inbound Team Lead, Supporter Engagement Team, Partnerships Manager and team, Fundraising Manager and team, Marketing Manager and team, IT team, other BWA staff, Volunteers	
Hours per Week:	14 hours (2 days Thu & Fri)	
Location:	Baptist World Aid Headquarters, North Ryde NSW.	
Key Responsibilities and Activities		
Key Focus Areas	Activities	KPI/ How they are measured
Supporter Engagement	- Respond to inbound phone calls, emails and supporter enquiries. - Provide accurate information about programs, appeals and supporter activities. - Escalate complex supporter enquiries where required. - Assist with outgoing supporter communications, including welcome packs, thank you cards and sympathy cards. - Provide additional inbound and outbound support during appeals and peak periods	Supporter enquiries responded to accurately and professionally. Positive supporter experience. Timely completion of supporter communications.
Database Management	- Update supporter records accurately within the CRM. - Process supporter account changes and maintenance requests.	Accurate supporter records. Timely processing of updates. Compliance with privacy requirements.

	- Assist with returned mail and email bounce-back follow-up. - Maintain data integrity and privacy compliance standards.	
Donation Processing	- Process phone donations accurately and securely. - Record verbal authorities for recurring donations. - Update payment details for recurring supporters. - Reissue tax receipts, annual summaries and renewal notices as required. - Adhere to PCI and privacy requirements.	Accurate donation processing. Compliance with security requirements. Minimal processing errors.
General Department Duties	- Welcome visitors to the office. - Assist with visitor parking access enquiries. - Support mail processing and distribution. - Contribute positively to team culture and organisational activities.	Participation in the life of the team and the organisation, embody our value of together.
Secondary Activities		
- Other duties as directed by the Supporter Engagement Inbound Team Lead or Manager - Support outbound calling when needed on campaigns		
Essential Knowledge, Skills and Experience		
- Experience in customer service, administration, retail, hospitality or a similar people-focused environment. - Strong communication skills, both verbal and written. - High attention to detail and accuracy. - Confidence using Microsoft Office applications and learning new systems. - Ability to manage multiple tasks and work effectively within a team. - A positive, helpful and service-oriented approach - An authentic Christian, with strong commitment to the values, vision and mission of the Baptist Church, and willingness to participate in prayers and biblical reflection sessions		
Desirable Knowledge, Skills and Experience		
- Experience with working databases or CRM (customer relationship management) systems - Understanding of Christian principles in development - Experience in Church/Not-for-Profit/Charity sector		
Organisational Wide Requirements		
Our Values Model the organisational values of the workplace at all times.		
Continuous Improvement and Best Practice:		



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You will have opportunity to participate in any continuous improvement exercises and to seek best practice in fulfilling your role.

You will also have the opportunity to contribute to the ongoing development and improvement of policies and practices.

Workplace Health and Safety and Equal Employment Opportunity:

It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions. You will cooperate in implementing WHS legislation and standards.

You are also accountable and responsible for complying with all Transform Aid International / Baptist World Aid policies and procedures designed to eliminate discrimination in the workplace.

Child Safe Organisation:

Transform Aid International / Baptist World Aid is a child safe organisation and all employees are required to read and understand our child protection policy, and in addition, sign and abide by our Child Safe Code of Conduct. All employees are required to provide authorisation for a National Police Check and will be required to gain a Working with Children Check.

Compliance

It is your responsibility to ensure compliance with TAI policies and procedures, legislation, as well as requirements of relevant regulatory bodies, including ACFID and DFAT.

Employee Name	
Employee Signature	
Date	



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