

Position Description

Position Title: Donor Relations Administrator	Date Prepared: 6/10/2026
Position Reports To: Donor Relations Manager	Theme/Team: Philanthropy
Classification: PS 6.5	Location: 30 Royal Parade, Parkville, Vic 3052
<p>Key Relationships:</p> <p><u>Internal:</u></p> <ul style="list-style-type: none"> • Florey Executive Team and Board Members • Florey Research Staff • Florey Grants Office Team • Florey Finance Team • Research Priority Area Heads and Deputies <p><u>External:</u></p> <ul style="list-style-type: none"> • The Florey donors and supporters (incl. mid-level, high-value, and major donors) • Prospective donors and supporters of The Florey • Contractors and service providers 	<p>Primary Purpose:</p> <p>The Donor Relations Administrator ensures donors are promptly and accurately acknowledged and appropriately recognised for their philanthropic support. Major aspects of the role are processing donations received through a range of channels, issuing timely receipts and tax acknowledgements, and maintaining accurate donor records in collaboration with the data/CRM team. The role is the first point of contact for donor enquiries through the philanthropy team inbox and phone, and supports the delivery of donor events, fundraising appeals, and retention and engagement activities for regular giving and standard-value donors.</p>
<p>Primary Responsibilities:</p> <ul style="list-style-type: none"> • Drive and supervise the processing and banking of gifts via EFT, online platforms, third-party platforms, telephone, mail, workplace giving, and fundraising events to ensure an accurate gift process. • Generate and distribute donation receipts and tax acknowledgements in a timely manner. • Manage the CRM (Raiser's Edge), including maintaining accurate donor records in collaboration with the database/CRM specialist, and complex donor and financial reporting in response to philanthropy team requests. • Complete monthly financial/accounts reconciliation and liaise with the Finance team on report deadlines. 	

- Maintain the philanthropy team inbox and manage inbound and outbound calls and donor correspondence, supervising incoming telephone and email enquiries and directing other team members to assist as needed.
- Advise the Donor Relations Manager on testing, updating, and implementing in-house best practice fundraising procedures via the CRM.
- Support the delivery of donor events and engagement initiatives.
- Support the collective vision and mission of the Florey through open and collaborative communication that promotes positive and respectful relationships; fostering and supporting innovation within the team and broader Institute teams; and excellence in practice driven by a focus on equity, diversity, and inclusivity.
- Undertake related tasks as directed by the Donor Relations Manager

Standard & Regular Giving Donor/Community Fundraising Segment Support:

- Assist with identifying and implementing donor retention and engagement activities for regular giving and standard-value donors.
- Coordinate thank-you communications, impact updates, and donor recognition activities.
- Support fundraising appeals through mail-outs, email campaigns, and donor follow-up activities.

Occupational Health & Safety:

- Eliminate, or otherwise reduce as far as practicable, the risks of injuries, diseases and ill health that arise as a result of Florey Institute activities through compliance with the Florey OH&S policy and procedure.
- Continually incorporate and support improvement of the management of OH&S practices for Florey related activities.
- Create and promote a positive and equitable workplace through awareness of issues that impact on health and wellbeing.

Skills/Qualifications:

- Experience in administration and customer service.
- Experience in fundraising support and/or donor services.
- Strong attention to detail and high levels of accuracy in data entry and record management.
- Advanced skills and experience using CRM databases, particularly Raiser's Edge, including reporting on donor activities and fundraising progress.
- Excellent written and verbal communication skills.
- Strong organisational skills with the ability to manage competing priorities.
- Proficiency in Microsoft Office Suite, particularly Excel.
- Ability to handle confidential information with discretion and professionalism.

Other requirement:

- A police check for the preferred candidate is required prior to the appointment.

Employee Name:

Employee Signature:

Date:

