

POSITION DESCRIPTION

Position Title	Donor Care Officer
Time Commitment	Full time (1.0 FTE), permanent
Classification	SCHADS 3
Location	Level 4, 333 Queen St, Melbourne. Hybrid WFH and office

ABOUT THE ORGANISATION

IWDA is an Australia based organisation, resourcing diverse women's rights organisations, primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.

VISION: Gender equality for all

PURPOSE: To defend and advance the rights of diverse women and girls

VALUES: Feminist, Accountable, Collaborative, Transformative

OUR GOALS 2023-2025:

1. Resource and contribute to a resilient and vibrant feminist movement, primarily in the areas of freedom from violence and power, leadership and civic space
2. Promote systemic change towards gender equality for all
3. Build a resilient and relevant feminist organisation

We resource the work of diverse women's rights organisations, enable them to be more effective by providing support that goes beyond money, and we make our own contributions to feminist movements through advocacy, knowledge creation and translation.

As part of this contribution, we take actions to decolonise our approach to feminism and development. We want to become the best we can be at the partnerships across the Majority and Minority worlds. This means we seek to understand and leverage our locational power so that we know when to:

STEP UP and use our power to leverage resources and access for women's rights organisations, and make our own contribution to feminist movements

STAND WITH feminist movements in solidarity and amplify the work of global south actors

STEP BACK when others are better placed to take the lead

SIT WITH uncertainty, embrace communal learning and deep listening, and accept that time is needed to collectively discern the best course of action.

Our [2023-2025 Strategic Plan](#) outlines a third way between the models of women's funds and international development NGOs.

International Women's Development Agency (IWDA) has an EO exemption (H69/2022) and requests applications from people who identify as women only (including trans women).

*IWDA welcomes people with different skills and life experiences, and encourages women from culturally and linguistically diverse backgrounds, women with disabilities and First Nations women to apply. **Preference will be given to applicants who have experience in, or strong community ties to, one of the countries in which IWDA supports partners.***

Any offer of employment will require a National Police Check and endorsement of IWDA's Child Protection Code of Conduct. All applicants must be legally entitled to live and work in Australia.

POSITION SUMMARY

Reporting to the Fundraising Manager, and working collaboratively with the Business Transformation team, the Donor Care Officer is responsible for caring for our donors and supporters by helping them invest in gender equality for all. The role works to ensure donor satisfaction and retention, across a variety of tasks and activities.

The Donor Care Officer supports the fundraising department through excellence in donation processing, maintaining the CRM, working with the finance and operations teams, communicating effectively with a range of external stakeholders by phone and email, providing data analysis and other support as required. This involves the coordination of data imports and export and receipting across all fundraising appeals and campaigns. The Donor Care Officer is also required to produce supporter and financial reports and provide analysis to support effective business management.

KEY RELATIONSHIPS

Reports to: Fundraising Manager

Internal: Director Business Transformation, Fundraising team, Finance team, Operations team, Communications team, Business Transformation Coordinator, volunteers and interns

External: CRM (Salesforce), NetSuite, Stripe, Raisley, Conga

KEY RESPONSIBILITIES

1. Manage and maintain the IWDA supporter database

- Manage the administration of the CRM (Salesforce) ensuring effective processes and strategies are in place to ensure data quality and accuracy.
- Work alongside the finance team to accurately finalise each month's financial processing
- Enter data and produce receipts as required
- Prepare data for campaigns including the set up and maintenance of all campaign tracking codes, executing data extraction and reporting
- Document, monitor and observe procedures and business rules for effective database management

2. Data Analysis

- Provide high quality and timely data as required across the organisation
- Ensure processes are in place to effectively track and evaluate supporter campaigns and communications
- Accurately analyse performance of campaigns, supporter behaviour and giving trends as requested, utilising data from CRM as well as information from external sources
- Contribute to team and organisation monitoring, evaluation and learning (MEL) via the development, implementation, monitoring and review of campaigns, strategies and overall health of database

3. Administration and Donor support

- Managing IWDA email inboxes and overseeing incoming calls
- Coordinate team administration requirements including meetings
- Provide administrative support to the Director, Business Transformation as required
- Donor care and support

4. Relationship management

- Liaise with external stakeholders including donors and external organisations as required
- Build and maintain strong internal relationships with the finance team, fundraising team and partnerships team
- Provide advice to key stakeholders to ensure data is managed effectively and outcomes are maximised

As with all employees, the role holder will also contribute to IWDA organisational processes as appropriate to seniority in the organisation. These include: monitoring, evaluation and learning; budget planning and

reporting; and organisational culture building, including improving organisational drivers of diversity and inclusion and the continual work towards becoming an anti-racist organisation.

SELECTION CRITERIA

Technical Experience

Essential

1. Experience in high level database administration support;
2. Strong administration experience with a variety of tasks, including proven troubleshooting skills
3. Advanced Microsoft Excel skills with a proven ability to accurately and efficiently enter data
4. Experience in data management, reporting and analysis with the ability to manipulate exported data for reporting purposes
5. Experience managing customer relationships with a diverse range of donors and other stakeholders
6. Proven time management skills, experience working under pressure and the ability to handle competing priorities and interruptions

Desirable

7. Experience providing database administration in a Not-for-profit environment, or in fundraising team
8. Experience working in a finance or accounting environment

Behavioural Competencies

- **Valuing Diversity**
Working effectively with individuals of diverse cultures, interpersonal styles, abilities or backgrounds. Making decisions and initiating action to ensure that organisational systems, policies and approaches utilise the capabilities, insights, and ideas of all individuals.
- **Empowerment**
Sharing authority and responsibilities with others to move decision making and accountability downward through the organisation, enable individuals to stretch and extend their capabilities, and accomplish the organisation's, and teams', strategic priorities.
- **Managing Work & Quality**
Effectively managing one's time and resources to ensure that work is completed efficiently; accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining attention to detail and a commitment to quality.
- **Acting with Transparency**
Gaining other people's trust by demonstrating openness and honesty, behaving consistently, and acting in accordance with moral, ethical, professional, and organisational guidelines. Includes taking time to respect and understand others and be transparent and honest in all dealings with people, internal and external.
- **Building Trusting Relationships**
Using appropriate interpersonal styles to establish effective relationships with external and internal partners; interacting with others in a way that demonstrates emotional intelligence and self-awareness, treating others with dignity and displaying sincerity.
- **Collaborating for success**
Actively participating as a member of a team to move the team toward the completion of goals. Also identifies opportunities to build partnerships by acting to build strategic relationships between one's team and other teams or organisations to help achieve goals.
- **Learning, Improving & Adapting**
Commitment to improving existing conditions and processes; generating ideas, and implementing solutions; maintaining effectiveness when experiencing major changes in work responsibilities or environment and adjusting effectively to work within new work structures, processes, or requirements
- **Judgement & Decision Making**
Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.

GENERAL CONDITIONS

All IWDA staff and volunteers are required to:

- Support and demonstrate IWDA's Values and Behavioural Competencies

- Act at all times in accordance with IWDA's Code of Conduct and Policies
- Comply with IWDA's Occupational, Health, Safety & Wellbeing Policy and practices
- Act at all times in accordance with IWDA's Child Protection Code of Conduct and Policy
- Undertake police check prior to commencement and every two years thereafter.