

## DONOR SERVICES COORDINATOR

### POSITION DESCRIPTION

**Work type**

Part-time (0.6 FTE neg)

**Location**

Melbourne (preference) or remote

**About us**

Australian Communities Foundation (ACF) is a non-profit, intermediary foundation working with hundreds of everyday philanthropists to support structured giving, address social issues, and create positive, community-led change.

We are currently home to more than 460 funds and foundations led by families, individuals, giving groups, and corporate/NFP organisations across Australia.

In our 25<sup>th</sup> year, we have grown into one of Australia's largest community foundations with a unique national focus. Each year, we disburse more than 1,000 grants totalling more than \$20 million.

We foster a supportive, collaborative, values-led, and flexible team environment. You will have the opportunity to be involved in projects that make a meaningful difference to people and planet.

We believe in a fairer Australia – one where social, environmental and cultural justice is the norm – and if you want to join our team, you should too!

**Our vision:** Activate a nation of givers to create a fairer and more sustainable Australia.

**Our role:** As a broker of change, we enable, support and amplify giving.

**Our promise:** We are an organisation built on strong values, using capital as a means of achieving impact.

**Our values:** Inclusion, Agency, Courage and Fairness.

**Position purpose**

The Donor Services Coordinator reports to the Relationship Manager and supports the work of the Philanthropic Services and Finance and Operations teams. This role is responsible for implementing strong and efficient back-end processes and delivering high-quality front-of-house servicing to the ACF community, as well as assisting with administrative tasks across the Foundation.

The role is responsible for various core business processes including the opening and closing of funds, detailed data entry and reporting, receipt and triage of enquiries, and support with office management and basic accounting tasks.

The Donor Services and Admin Coordinator has regular interaction with the Philanthropic Services and Finance and Operations teams, as well as the Office Manager.

### **Direct reports**

Nil.

### **Accountability**

This position reports to the Relationship Manager.

### **The successful applicant**

You are passionate about using your skills and expertise to make society and the world a better place. You understand that everyone can contribute to creating a fairer and more sustainable Australia and you are keen to play your part.

As someone who is a fast learner and diligent driver of processes, you are passionate about supporting your team in a multitude of ways, as well as ensuring every engagement external stakeholders have with the organisation is seamless and positive.

You are a well organised and efficient administrator, you understand systems and the importance of a strong administrative backbone to enable a healthy organisation. You also understand that it is important to get the details right.

You enjoy and thrive on helping solve problems for internal and external stakeholders. You have strong interpersonal skills and you are confident engaging with donors, as well as individuals at all levels of authority within and outside of the organisation.

You are committed to building strong relationships with your team and those you work to support. You are aligned with ACF's values and bring a respectful, can-do approach to your work.

### **Responsibilities**

#### *Donor Services Support*

- Manage the establishment and closure of funds and Gumnuts, and other fund-related administrative tasks such as processing donations and expense requests
- Respond to donor enquiries in a timely, efficient, and friendly manner via email, website, phone, and face-to-face
- Maintain and update ACF's CRM, create and maintain donor records in-line with ACF systems and processes, oversee donor data with an emphasis on accuracy and data security
- Work closely with the Relationship Manager and Senior Donor Services Coordinator to enable and support organisation-wide and donor services initiatives, as well as ongoing improvement

### *Finance administration*

- Complete daily reconciliation of donations
- Maintain accounts payable and receivable, including grant payments and donations
- Provide general finance administration support as required

### *Office management*

- Provide ad hoc support to the Office Manager in the day to day running of the Community of Giving, ACF's shared office space
- Work collaboratively with a range of organisations, including co-tenants and those visiting the space, to encourage the smooth running of the Community of Giving
- Support in promoting a vibrant and collaborative office culture

### **Key selection criteria**

- Ability to work independently, soliciting guidance and direction from relevant members of the team when required
- Ability to multi-task, manage time, set priorities, and meet deadlines
- Strong administrative skills
- Strong interpersonal and customer service skills and confident, can-do attitude when interacting with internal and external stakeholders
- Strong written and verbal communication skills
- Ability to problem solve and think critically
- Sound understanding of basic business processes as they relate to CRM database management and general administration
- Proficiency with the Microsoft Suite of programs (Word, Excel, Powerpoint etc.)
- Ability to support others in a fast-paced and demanding but nurturing environment
- Commitment to actively working as part of the Philanthropic Services and Finance and Operations teams
- Commitment to embodying ACF organisational culture and values

### **Team expectations**

- Demonstrate ACF vision, values, and culture in your daily work
- Take a proactive role in promoting equality and anti-discriminatory practice
- Be aware that you have a duty of care for the health and safety of yourself and others

- Assist in maintaining positive workplace relationships by openly and efficiently communicating with Board, staff, volunteers, and external parties
- Be an active and supportive team member by demonstrating a willingness to help in all areas as required

## Benefits

Our work is purpose driven. A career with us means contributing to a fairer and more sustainable Australia, and at times that can mean working hard. That's why we prioritise wellbeing and flexibility for our team.

- **Flexible workplace:** We understand that life is a balancing act, which is why we offer and enable flexible working arrangements for our team, including adaptation of working hours and a combination of working from home and the office.
- **Professional development:** Our team is empowered to grow and shape not only the work we do, but also their own careers through professional development opportunities.
- **Support for mental wellbeing:** All team members can access free and confidential short-term counselling through our Employee Assistance Program.
- **Community of Giving:** Our East Melbourne co-working space houses a dozen likeminded philanthropic organisations who share a vision for funding and supporting social and environmental change in our region. Co-workers meet regularly for social events and lunches, and the space is dog friendly.
- **Staff Fund:** It's important to walk the talk, which is why we support our team to give to the causes they care about through the ACF Staff Fund, with donations matched by the ACF Board (pre-tax payroll giving available).
- **Generous leave:** We make space for the other important parts of your life through parental leave, gifted leave days when capacity allows, and the option to purchase additional annual leave.
- **A vibrant and diverse team culture:** We invest in building a positive team culture and invite our team to suggest new ideas to enable this further. We actively encourage feedback through our annual staff survey.

We're proud to be *Great Place to Work-Certified*.

Australian Communities Foundation is an inclusive and equal opportunity workplace. We support flexible work arrangements, and encourage applications from Aboriginal and Torres Strait Islander peoples, people identifying as LGBTQIA+, people from diverse cultural and linguistic backgrounds, and people with lived experience of disability.