

ADRA Australia

Supporter Care and Regular Giving Officer



Commitment: Full-time

Location: Wahroonga, Sydney

About the role

We are seeking a Supporter Care and Regular Giving Officer to join our Supporter Engagement team. In this role, you will be responsible for nurturing and strengthening relationships between ADRA and its supporters, and helping to grow supporter engagement, retention and revenue, particularly in the areas of new supporters, regular giving and mid-value supporters.

You will be part of a motivated, experienced, and fun team that is focused on relationships with our supporters and looking for ways to grow supporter engagement, retention and revenue.

You will be responsible for living out our values of Connected, Courageous and Compassionate in all interactions with supporters. You are a people person and thrive in communicating with others, while being able to work efficiently, accurately, professionally and in a timely manner to provide a best-in-class supporter experience.

This hands-on role involves receiving phone calls, responding to email enquiries or supporter complaints, maintaining ADRA Australia's database, processing phone donations, and other administrative tasks as required, as well as proactively fostering relationships with regular givers, mid-value supporters and new supporters through a regular giving newsletter, phone calls and engagement touchpoints.

You must have the legal right to live and work in Australia at time of application.

The Job Description and the Employment Application Form are included at the end of this document.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 100 countries, we are motivated by our faith, to enable people and communities in Australia, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the Supporter Engagement Team

The Supporter Care and Regular Giving Officer is appointed by the ADRA Australia ADCOM and reports to the Senior Fundraising Manager and ultimately to the Supporter Engagement Director.

The Supporter Engagement team is responsible for all supporter-facing communications including the creation and implementation of fundraising campaigns, nurturing existing supporters as well as expanding the supporter base and sharing the positive impact of ADRA Australia's work.

The Supporter Engagement team works collaboratively with the following units:

- Emergency Management
- Finance
- International Programs
- National Programs
- People & Culture

Selection Criteria

Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice;
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia;
3. Interpersonal skills and cultural competence, with the ability to interact with people from various backgrounds and ages and deliver exceptional customer service;
4. Positive attitude, attention to detail, and proficiency in Microsoft Office.
5. 3 years+ experience in customer service, office administration and/or sales.
6. Demonstrated competency in telephone, written, verbal and e-mail communication and presentation skills.
7. Organisational skills, and database management ability.

Desirable

1. Experience with maintaining CRM records (ideally Salesforce) and experience with Microsoft Teams.

Key Competencies

- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Relating and Networking**
Establishes good relationships with colleagues; Builds wide and effective networks of contacts inside and outside the organisation; Relates well to people at all levels; Uses humour appropriately to enhance relationships with others.

- **Planning and Organising**
Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Delivering Results & Meeting Individual Expectations**
Focuses on individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Be able to work in person in our Wahroonga office.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Employment Application Form.

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experience and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, the Employment Application Form and resume along with the names of three work related referees to: hr@adra.org.au.

If you have questions or need further information, please contact:

Gianina Coutts,
HR Coordinator for ADRA Australia
Phone +61 2 9473 9525 or Email hr@adra.org.au

ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Job Description and Employment Application Form following.



Position Title:	Supporter Care and Regular Giving Officer
Department:	Supporter Engagement
Reports To:	Senior Fundraising Manager
Team Supervision:	None

Full / Part Time:	Full Time
Revised Date:	November 2024

Purpose of Position: A basic statement that describes the intent of the position

The Supporter Care and Regular Giving Officer is responsible for nurturing and strengthening relationships between ADRA and its supporters, and helping to grow supporter engagement, retention and revenue, particularly in the areas of new supporters, regular giving and mid-value supporters.

Behavioural Expectations: Our Code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia Code of Conduct and related policies including Work Health and Safety.

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

3 years+ experience in customer service, office administration and/or sales. Demonstrated competency in telephone, written, verbal and e-mail communication and presentation skills. Well-developed people skills, organisational skills, and database management ability.

ADRA Competency Framework: 2.1 Working with People, 3.1 Relating & Networking, 6.1 Planning & Organising, 6.2 Delivering Results & Meeting Individual Expectations

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What must get done in this area	Measures of Success / KPI's How job performance will be measured
SUPPORTER CARE & ENGAGEMENT	- Provide a high level of supporter care to prospective and/or existing ADRA supporters - Receive telephone and email enquiries from supporters. - Nurture relationships with new supporters, regular givers, and mid-value supporters - Respond to supporter complaints with care - Support the Supporter Engagement team with activities and administration when required - Implement optimal supporter care plans and procedures as developed in the strategy – especially for new supporters, regular givers, and mid-value supporters	- Consistently reflects the mission and values of ADRA Australia and the Seventh-day Adventist Church in all interactions - Supporter enquiries are acknowledged within 24 hours of being raised and are successfully resolved as soon as possible - New supporters consistently receive a thank you call within 2 business days and new supporter packs (where appropriate) within one week of donating to ADRA Australia for the first time - Birthday/Christmas/sympathy cards, relationship calls, thank you calls, prayer requests and follow-up calls with key supporters and regular givers - Quarterly regular giving newsletter is sent to regular givers - Supporter retention and average giving is increased

FUNDRAISING REVENUE	• Implement and action fundraising revenue growth initiatives: ○ Oversee the follow-up of supporters with expired credit cards and other regular giving payment defaults, if expired negotiate for catch-up payments ○ Upsell supporters into regular giving or increased regular giving ○ Nurture supporter journeys to become mid-value supporters • Process phone donations and assist with additional donation processing when required • Assist with mail donation processing when required	• A reduction in the loss of supporters with expired credit cards or payment defaults • Phone and mail donations are processed same business day • Regular giving revenue and number of regular giving supporters increases year-on-year • Mid-value revenue increases year-on-year
SYSTEM MANAGEMENT	• Maintain ADRA Australia's database to facilitate reporting and supporter insights, including: ○ Maintaining data hygiene by inputting, amending, and updating supporter records as required ○ Accurately assigning incoming donations against campaigns ○ Recording all engagements with supporters ○ Identifying potential major supporters or bequest prospects • Utilise data and reporting from database and other data sources (including e-giving) to inform strategies and decisions, increase supporter retention and increase fundraising revenue	• Supporter records are accurate and complete year-on-year • All information regarding supporters is gathered and recorded into the database to decrease reliance on individual knowledge for supporter intel • 4hrs per week analysing data and making data-driven recommendations

Print Employee Name:

Employee Signature:

Date: / /

Print Supervisor Name:

Supervisor Signature:

Employment Application Form

Adventist Development and
Relief Agency Australia Limited



ABN 85 109 435 618

Title:		First Name:		Last Name:	
Current Address: (Street, State, Post Code, Country)					
Phone No.		Home:		Mobile:	
Work:		Email:		Gender:	
Position applying for:					
GENERAL					Type in "Yes" or "No" or an appropriate comment
1. Are you ALREADY legally entitled to live and work in Australia?					
If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.					
2. What prompted you to apply for this role? Why would you like to work for ADRA?					
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:					
SAFEGUARDING					
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafes*?					
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:					
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:					
ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH					
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:					
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.					
Name		Place of Work			

9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does <u>not</u> exclude you from applying for the position.)	
Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church's mission and lifestyle in your professional life. (<i>Our code of conduct policy is available on request.</i>) Please respond to the following two questions.	
10. Do you understand the Church's lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)	
11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?	

I understand, agree and declare that:

1. If required by ADRA, I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA. (Refer Point 3)
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
 - (a) Any applicable State or Federal Laws.
 - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

**Adsafe has been established as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, to comply with applicable legislation and to develop denominational policy.*