

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Giving Officer</b>
<b>Time Commitment</b>	<b>Full time, permanent</b>
<b>Classification</b>	<b>SCHADS 3</b>
<b>Location</b>	<b>Level 1, 250 Queen St, Melbourne</b>

### ABOUT THE ORGANISATION

#### WHO ARE WE?

We are an Australian-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 2020-2023

1. Resource and contribute to a resilient and vibrant feminist movement
2. Promote systemic change towards gender equality for all
3. Build a resilient and relevant feminist organisation

IWDA is an Australian-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.

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 in the world at north-south partnerships. 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.

*International Women's Development Agency (IWDA) has an EO exemption (H204/2021) and requests applications from people who identify as women only.*

*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 (BT), the Giving 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 Giving Officer supports the fundraising department through: excellence in donation processing; maintaining the newly implemented Salesforce CRM; collaborating with the finance team; 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 Giving 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; Communications team; Operations team; volunteers and interns

External: Salesforce, NetSuite, E-Way, Fundraising Platform providers

**KEY RESPONSIBILITIES****1. Manage and maintain the IWDA supporter database**

- Responsible for data integrity of Salesforce CRM, ensuring effective processes and strategies are in place to ensure data quality and accuracy
- Collaborate with the finance team to accurately finalise each month's financial processing and end of month reconciliation
- Enter data and produce receipts as required
- Support the fundraising team to prepare data for campaigns including the set up and maintenance of all campaign tracking codes, and manage data extraction and reporting
- Document and monitor procedures and business rules for effective database management
- Work with the Salesforce Administrator to ensure Salesforce CRM is accurately set up with appropriate permissions and functions

**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**

- Manage IWDA email inboxes and manage incoming calls
- Provide administrative support and assist with other duties as required and directed
- Provide excellent donor care and support
- Support the development and administration of donor events when required

#### 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

#### SELECTION CRITERIA

##### Technical Experience

##### Essential

1. Experience in delivering high level database administration
2. Strong administration experience with a variety of tasks, including proven troubleshooting and problem solving 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. Experience working under pressure and on multiple tasks simultaneously, the ability to handle interruptions and proven time management skills

##### Desirable

7. Experience providing database administration in a not-for-profit environment, especially with Salesforce
8. Experience working in a finance, accounting or not-for-profit environment

##### Behavioural Competencies

- Valuing Diversity
- Empowerment
- Managing Work & Quality
- Acting with Transparency
- Building Trusting Relationships
- Collaborating for success
- Learning, Improving & Adapting
- Judgement & Decision Making

#### 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 a police check prior to commencement and every two years thereafter.