

Position Profile



Position:	Supporter Care Officer (Temp)
Team:	Partnerships, Development and Autism Friendly
Org unit:	Fundraising
Industrial coverage:	Non-award
Position number:	<i>Tbc</i>
ANZSCO code:	<i>Tbc</i>
Approval status	Approved
Date reviewed:	30 th July 2024

Organisation purpose

A different brilliant[®] - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centered, family-focused, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Portfolio and Team purpose

The newly formed Partnerships, Business Development and Autism Friendly Portfolio is home to four teams;

- Philanthropy, Relationship and Gift in Will
- Autism Friendly and Partnerships
- Fundraising, Mass Marketing and Supporter Services
- Business Development – newly formed in 2023

We aim to deliver excellent customer service to existing and new supporters, corporates and autism friendly clients. We are committed to utilising a data-led approach to inspire and grow partnerships and supporters through a wide variety of activities and initiatives.

This role sits within the Fundraising, Mass Marketing and Supporter Services area. The vision of this team for the next 3 years is to *'fund programmes for the autistic community through traditional and innovative best practice, diversification of reach and refocussed investment to reach record revenue highs'*. The values we collaboratively and proactively contribute at team level are; Supporter Focus, Collaboration, Integrity, Excellence and Creativity.

Position purpose

We aim to deliver excellent customer service to existing and new supporters, corporates and autism friendly clients. We are committed to utilising a data-led marketing approach to connect and inspire new partnerships and gifts through a wide variety of activities and initiatives.

An exciting opportunity has arisen in the Fundraising team to provide first-class communication with our supporters via email, phone, sms and mail. You will also provide administrative support to help grow, engage and retain supporter numbers.

Key Responsibilities

- Support the team in providing exceptional supporter care and experience to Aspect's supporters.
- Manage and respond to all inbound supporter and fundraising queries by phone, email, mail and online.
- Escalate and transfer supporter queries to other team members as needed.
- Support the fundraising coordinator to coordinate correspondence with regular giving and cash supporters, including donation corrections/rejections, gift cancellations, payments and end of year receipting follow-up.
- Support the team to produce reports to contribute to growth strategy, liaising with the database team when necessary.
- Ensure supporter queries and complaints are handled sensitively and effectively in a timely manner

Individual Giving

- Support in delivery of retention strategies, assisting with EDMs, phone calls, mail correspondence and SMS's
- Ensure supporter contact details are accurately recorded and updated as required
- Support with the planning and implementation of supporter recognition events and engagement activities
- Provide high level customer service and stewardship to Aspect's supporters, ensuring supporter queries and complaints are handled sensitively and effectively in a timely manner.
- Ensure thank you receipts distributed in a timely manner
- Ensure regular giving welcome packs are distributed in a timely manner

Database and Reporting

- Maintain accurate and current information in Raiser's Edge database
- Assist with Fundraising teams expense tracking and processing of invoices
- Assist Database team with identifying data cleansing opportunities

Relationships and Stakeholder Management

- Foster strong relationships within Aspect including the wider Fundraising team and other key internal stakeholders
- Provide high level customer service and stewardship to Aspect's supporters, ensuring supporter queries and complaints are handled sensitively and effectively in a timely manner

Additional Team Support

- Provide administration support to Individual Giving Manager, Head of Fundraising and broader team as and when required

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- Follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.

- Complete mandatory Code of Conduct training and implement into day to day operations and practice.
- Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- Escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- Take reasonable care for their own health and safety.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- Participate in the staff consultation process about work health & safety matters.
- Understand and adhere to Aspect's Code of Conduct.

Reporting lines

Direct manager:	Individual Giving Manager
Direct reports:	N/A

Essential Requirements

- 1+ years' experience in working in a fundraising, marketing, or customer experience environment
- Capable of working in a team and independently
- Strong accuracy and attention to detail
- Ability to juggle multiple projects with strong time management skills
- Exceptional interpersonal and verbal communication skills
- A love for engaging with with and delighting supporters
- Strong attention to detail
- Strong Microsoft Suite skills (Excel, Word, Outlook)
- Previous experience working with databases and CRMs (Raisers edge preferred but not essential)
- A genuine passion for social change or disability sector. Open and comfortable about working in a neuro-diverse team
- Working with Children Check and National Police Clearance (NSW) on job offer will be mandatory

Attributes and Capabilities

The following attributes and capabilities are needed to perform the role effectively. There may be some overlap between the two groupings.

Portfolio core values

Client and Supporter Focussed	<ul style="list-style-type: none"> • We strive to inspire our supporters and fee paying clients by understanding their expectations and motivations. Operates with an open, growth mindset.
Collaboration	<ul style="list-style-type: none"> • Working towards shared vision and goals
Integrity	<ul style="list-style-type: none"> • Being honest and authentic with our supporters, clients and our team

Position Profile: Fundraising Coordinator

Excellence	<ul style="list-style-type: none"> Operating a 'best practice' approach with a focus on continuous improvement
Creativity	<ul style="list-style-type: none"> Focussing on innovation to continuously improve our team processes
Data literate:	<ul style="list-style-type: none"> Uses information, insights and knowledge in a structured way to support the growth of fundraising revenue
Inclusive	<ul style="list-style-type: none"> Treats all individuals in a respectful and inclusive manner. Removes barriers and fosters inclusion throughout all aspects of work.

Functional capacity requirements	Note: Frequency refers to an approximate percentage of time in a typical shift or period on duty: Rarely: Up to 7% Occasionally: 8% to 33% Often: 34% to 66% Continuously: More than 66%	
	Requirement	Occasionally
	Resilience to time pressure/workload	Continuously
	Sitting	Occasionally
	Standing, Walking	Occasionally
	Pulling, pushing, lifting <5kg, reaching, carrying	Rarely
	Fine motor skills – keyboarding, writing	Continuously