

ADRA Australia and New Zealand

Supporter Care Officer

Commitment: Full-time
Location: Wahroonga, Sydney



About the role

ADRA Australia and New Zealand is seeking a Supporter Care Officer to join our Marketing team.

The successful applicant for this role is responsible for nurturing and strengthening relationships between ADRA and its Australian supporters and helping to grow supporter engagement, retention and revenue.

The selected candidate will be the first point of contact for ADRA Australia and will be responsible for living out our values of Connected, Courageous and Compassion in all interactions with supporters. They will be 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. Ultimately, they will be contributing to the attainment of specific goals and results of the Marketing team and the organisation.

This position provides support to the Senior Fundraising Manager, Relationships Manager and the Director of Marketing by keeping accurate and detailed records on the customer resource management system and providing supporter insights and feedback. The position will also assist with implementation of the Marketing strategic plan through assisting with supporter journey actions and completing tasks that aid supporter retention and revenue growth.

A copy of the Position Description for the role is included at the end of this document.

About ADRA Australia and New Zealand

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 118 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, 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.

As part of the global ADRA Network, both ADRA Australia and ADRA New Zealand share the same purpose and as from 1 January 2021, an alliance between the two entities was formed with the transition to be rolled out over a two-year period. The Alliance is intended to make both organisations stronger, and as a result, have a greater reach and impact in the communities. Leveraging resources and minimising duplication of work in fulfilling this purpose is expected to increase efficiencies and organisational capacity.

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). ADRA New Zealand is fully accredited with the New Zealand Foreign Affairs and Trade and Council for International Development.

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 Marketing Team

The Supporter Care Officer is appointed by the ADRA Australia and New Zealand Executive Committee and reports to the Senior Fundraising Manager and ultimately to the Director of Marketing.

The Marketing 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.

Selection Criteria

Essential

1. 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.
2. Strong ability in using MS Office (MS Word, Outlook, Teams and Excel in particular) and CRM systems (preferably SalesForce).
3. Outstanding communication, interpersonal skills and cultural competence, with the ability to interact with people from various backgrounds and ages and deliver exceptional customer service.
4. Ability to handle data accurately and with confidentiality.
5. Proven and demonstrated organisational and time management skills.

Desirable

1. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose, customer-focused and compliant with overarching protocols.
2. Ability to be agile, flexible and adaptable to change in a customer-focused environment.

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 and Meeting Customer 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 full-time in our Wahroonga office.
- Commitment to abide by the ADRA Australia and New Zealand Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia and New Zealand 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 and New Zealand 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 a foreign police check, and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia, New Zealand or overseas. This is included in the Job Application Form.

How to Apply

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

If you have questions or need further information, please contact: Alison Young, ADRA Australia and New Zealand, Phone +61 2 9473 9503 or email alisonyoung@adra.org.au

ADRA Australia and New Zealand is an 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 following.



Connected
Courageous
Compassionate

Position Title:	Supporter Care Officer
Department:	Marketing
Reports To:	Senior Fundraising Manager
Team Supervision:	None

Full / Part Time:	Full Time
Revised Date:	March 2021

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

The Supporter Care Officer is responsible for nurturing and strengthening relationships between ADRA and its Australian supporters, including churches, and helping to grow supporter engagement, retention and revenue.

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

ADRA Australia and New Zealand Code of Conduct and related policies.

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

3 years+ experience in customer service, office administration 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	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
SUPPORTER CARE & ENGAGEMENT	<ul style="list-style-type: none">Provide a high level of supporter care to prospective and/or existing ADRA supporters, including churches and schoolsHandle telephone and email enquiries from supportersRecognise the contribution of community, church, school and individual fundraisers in formal and meaningful waysRespond to supporter complaints with careSupporting the marketing team with activities and administration when requiredImplementing optimal supporter care plans and procedures as developed in the strategy	<ul style="list-style-type: none">Consistently reflects the mission and values of ADRA Australia and the Seventh-day Adventist Church in all interactionsSupporter enquiries are acknowledged within 24 hours of being raised and are successfully resolved as soon as possibleNew supporters consistently receive new supporter packs within one week of donating to ADRA Australia for the first timeBirthday/sympathy cards, relationship calls, thank you calls, prayer requests and follow-up calls with supporters – 1+ contact per supporter per yearSupporter retention is increased

FUNDRAISING REVENUE	<ul style="list-style-type: none"> • Implement and action fundraising revenue growth initiatives: <ul style="list-style-type: none"> ◦ Follow-up supporters with expired credit cards, if expired negotiate for catch-up payments ◦ Follow-up supporters with returned mail ◦ Upsell supporters into regular giving or increased regular giving • Process phone donations and assist with additional donation processing when required 	<ul style="list-style-type: none"> • A reduction in the loss of supporters with expired credit cards • A decrease in returned mail • Regular giving revenue is increased • Phone donations are processed same business day
SYSTEM MANAGEMENT	<ul style="list-style-type: none"> • Maintain ADRA Australia's database to facilitate reporting and supporter insights, including: <ul style="list-style-type: none"> ◦ Maintaining data hygiene by inputting, amending and updating supporter records as required ◦ Accurately assigning incoming donations against campaigns ◦ Recording all engagements with supporters ◦ Identifying and merging duplicate records ◦ Identifying potential major supporters or bequest prospects 	<ul style="list-style-type: none"> • 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 • Accurate and timely reports are produced for strategic progress meetings or as required to analyse database

Employee Signature:

Supervisor(s) Signature(s):

Date: / /

Print Employee Name:

Print Supervisor Name: