



POSITION DESCRIPTION

Position Title	Fundraising Officer
Department	Communications and Philanthropy Team
Date	April 2024
Reporting To	Fundraising Manager
Internal Liaisons	Leadership team, Business Support Unit, All staff
External Liaisons	Corporate groups and volunteers, donors and supporters, agencies, and service providers.

Company Overview

The Infants' Home Child and Family Services is a leading provider of high-quality early childhood education and care, allied health and early intervention services for children and families. For almost 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future. As one of Australia's most established charitable organisations, The Infants' Home is embarking on an exciting new phase as we head towards our 150th year in 2024.

Purpose/Key Objectives

The Fundraising Officer will provide support in various ways across the Communications and Philanthropy team. This will entail contributing to fundraising appeals, planning fundraising events, completing data entry requirements, making thank you calls to donors, writing thank you communications to donors and volunteers, processing donations, planning and capturing social media content, liaising with NSW schools and guiding them through the outdoor fundraising program to fund the outdoor classroom project, delivering the volunteer program and general administrative support.

Responsibilities:

1. Fundraising

- Collaborate with the fundraising team to develop and implement strategies for the 150th anniversary celebration and associated fundraising initiatives.
- Assist in planning and executing fundraising events, including donor recognition events, staff events and community events.
- Support the development of fundraising appeals, including writing compelling copy, managing data lists, and creating marketing collateral.
- Engage with donors and supporters to nurture relationships and improve engagement.
- Assist with the coordination and delivery of the volunteer program on a weekly basis.
- Utilise various communication channels, including social media and email marketing, to promote fundraising activities and engage with supporters.

2. Donor Support & Marketing

- Take credit card donations by phone.
- Coordinate donation procedures for cheque donations.
- Manage invoices.
- Donor correspondence (Handwritten thank you cards, mail correspondence, thank you calls).
- Prepare story boards for video content across a range of topics.
- Draft and create marketing materials for various fundraising and marketing communications.
- Develop copy to support fundraising projects.
- Respond to comments across all social platforms to increase engagement.
- Regular activity on the corporate volunteer platforms (Good Company, SEEK, Good2Give).
- Connect with local businesses and engage them in our fundraising activities.

3. Event Management

- Event planning and coordination for a range of celebrations and fundraising events.
- Collaborate with the Communications and Philanthropy Team on the creation of digital and physical promotional materials.
- Assist with the coordination of PR activities.
- Source prizes for event raffles.

4. Corporate Volunteer Program

- Assist with the delivery of the Corporate Volunteer Program including preparation, on the day coordination, Volunteer inductions and follow up procedures.
- Assist with the Corporate Volunteer Booking calendar including sourcing new corporate entities, securing bookings, assigning tasks and all relevant administration tasks.
- Update the volunteer hall of fame photo wall (weekly).
- Provide assistance with volunteer inbox enquiries.
- Obtain video footage on volunteer days for content creation purposes.
- Collaborate with staff across the organisation to identify volunteer opportunities.

5. Administration

- Provide general administrative and office support.
- Maintain accurate records of donations, event attendance, and donor communications using our CRM system.
- Data cleaning – call donors and acquire personal details.
- Data entry – follow up leads for survey, digitise and upload feedback forms, setup monthly gifts, and process single gifts.
- Provide reception relief (as part of a pool of support staff).

6. Compliance and Organisational Requirements

Ensure activities, interactions, and tasks within the area of responsibility comply with:

- National law and regulations.
- Work Health and Safety legislation.
- National Quality Standards.
- Australian Charities and Not-for-profits Commission (ACNC).
- Child Protection Legislation.
- The Infants' Home vision, mission, policies, procedures, and strategic goals.
- Fundraising Institute of Australia Code.
- National Standards for Volunteer Involvement.
- Legislation (federal, state and territory laws).
- Privacy Laws.
- Fair Work Act 2009.

7. Risk Management

- Follow policies and procedures to ensure compliance.
- Maintain a safe, healthy, and clean environment.
- Identify hazards and take action to remove these hazards.
- Ensure that all of the Work Health and Safety requirements are met.
- Identify risks and report them in a timely manner.

8. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation, and standards.
- Be involved in regular performance appraisals, self-reflection, and individual training plans.
- Work within The Infants' Home integration model.
- Attend and participate in meetings, events, and information sessions.
- Promote the understanding and application of integrity, inclusion, partnership, excellence, and discovery, diversity.

9. General

- Carry out all duties, responsibilities, and specific tasks related to the role as well as specific duties allocated by the Fundraising Manager and/or the CEO.
- Maintain confidentiality at all times.

Essential Criteria

- Previous experience in fundraising or event planning, preferably within the not-for-profit/charity sector.
- Excellent communication skills, both written and verbal, with the ability to articulate the mission and goals of the organisation effectively.
- Proficient in Microsoft Office Suite.
- Strong organisational skills and attention to detail, with the ability to manage multiple tasks and deadlines simultaneously.
- Proven ability to work collaboratively in a team environment, as well as independently with minimal supervision.
- A commitment to making a difference in the lives of children and families.
- Experienced using Adobe Creative Suite (Photoshop, InDesign) desirable but not essential.

Please note, all employees at The Infants' Home are required to have working rights in Australia, a valid NSW Working with Children Check and up to date COVID-19 vaccinations, unless medically exempted.

I have read and agree to undertake the duties as outlined:

Name

Signature

Date