

Position Description

Engagement & Fundraising

Donor Relationships Coordinator

Who we are: We are Tasmania's leading cancer charity working to reduce the incidence and impact of cancer on all Tasmanians. Through advocacy and research, supportive care programs and services, and the delivery of prevention education resources and programs, we are here for all Tasmanians regardless of location and the type of cancer diagnosis.

Our Vision: A cancer-free future

Our Values: Generosity, Integrity, Collaboration, Courage, Innovation

Hours of Work	0.6FTE (45.60 hrs per fortnight). Flexibility options available.
Salary and Conditions:	• Permanent part-time. • As per CCT Enterprise Agreement 2025-2029. • Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 4. • Salary Packaging Available.
Location:	Based in Hobart or Launceston.
Position Summary:	The Donor Relationships Coordinator is responsible for the coordination and end-to-end delivery of Cancer Council Tasmania's annual Cash Appeal Campaigns, including the Tax and Christmas Appeals, as well as the Regular and Workplace Giving programs. This role is an integral part of the Engagement & Fundraising team, working to ensure the successful implementation of innovative and engaging fundraising initiatives that foster strong donor relationships and meaningful experiences that create an exceptional donor journey.
Reporting:	This role reports to the Senior Manager- Philanthropy & Donor Relationships and has no direct reports.
Experience, Skills & Personal Attributes:	• Experience in donor services, fundraising, supporter engagement or a related field, preferably within the NFP sector. • Experience with direct mail fundraising campaigns and/or regular giving and workplace giving programs is desirable. • Strong organisational and time management skills, with the ability to manage multiple priorities and meet deadlines in a fast-paced environment.

	• Excellent attention to detail and a high level of accuracy, particularly in data entry and record management. • Well-developed IT skills, including proficiency in Microsoft Office applications and fundraising CRM systems (e.g. Microsoft Dynamics 365). • Excellent written and verbal communication skills, with the ability to tailor communication to a range of audiences. • Proven ability to build and maintain positive relationships with donors, stakeholders and colleagues through professional, courteous and engaging interactions, both in person and over the phone. • Strong interpersonal skills and the ability to work collaboratively as part of a team while also working independently when required. • Demonstrated integrity, professionalism and discretion when handling sensitive or confidential information. • Proactive and resourceful approach to problem-solving, with the ability to show initiative and sound judgement. • Adaptable and flexible, with the ability to respond effectively to changing priorities and business needs.
Organisational Responsibilities:	Direct Mail Campaigns • Under the direction of the Senior Manager – Philanthropy & Donor Relationships, coordinate the end-to-end delivery of the Direct Mail Campaigns (Tax and Christmas). • Working closely with the Marketing team, produce and monitor timelines for each Direct Mail Campaign to ensure programs are executed on time. • Providing a high level of donor care and ensure donor records are accurately recorded in the CRM database. Regular & Workplace Giving • Coordinate the day-to-day delivery and optimisation of CCT's Regular and Workplace Giving programs, including on-boarding, acknowledgement, stewardship, employer and donor engagement processes and renewal activity. • Support acquisition, retention and upgrade initiatives in collaboration with corporate partnerships and community fundraising, using CRM insights and segmented supporter journeys. Campaign Planning, Implementation & Reporting • Assist with the implementation of the Cash Appeals and the Regular and Workplace Giving Strategies as directed by the Senior Manager, and assist with the provision of financial and post campaign analysis. • Producing, compiling and preparing relevant reports from the CRM database as required. • Planning and organise speaking engagements that raise awareness of CCT and encourage new bequests.

	• Ensure donor and fundraiser records are accurately maintained in Microsoft Dynamics 365. • Generate analytical reports from Dynamics 365 as required. • Assist with gathering stories, survey feedback and support insights to inform communications and future fundraising strategies. Other • Representing CCT at community events when appropriate. • Work collaboratively and flexibly with the Engagement and Fundraising Team to promote knowledge sharing, undertaking additional relevant duties as required by team members in line with campaign strategies and fundraising event execution.
Essential Requirements:	• Current Working with Vulnerable People Registration and satisfactory National Police Check or the ability to obtain these checks. • Willingness to work occasional evenings and weekends and undertake occasional intrastate travel as required. • Ability to commit to CCT objectives, including the promotion of Quit Tasmania's vision of a Tasmania free from the harmful effects of tobacco and related products, including e-cigarettes.
Selection Criteria:	The selection criteria outline the skills, experiences and behaviours that are necessary to successfully carry out the role. 1. Demonstrated experience in the delivery of direct mail fundraising campaigns, supporter engagement programs, and/or regular and workplace giving initiatives. 2. Proven ability to build, manage and grow donor, client or stakeholder relationships, with a focus on achieving fundraising or engagement objectives. 3. Strong written and verbal communication skills, including copywriting, stakeholder engagement and public speaking. 4. Experience using CRM databases and Microsoft Office applications, with strong administration and data management skills. 5. Excellent organisational, time management and prioritisation skills, with a high level of attention to detail. 6. Ability to analyse and interpret data to inform decision-making and reporting. 7. Demonstrated professionalism, integrity and discretion when handling confidential and sensitive information. 8. Ability to work collaboratively within a small, fast-paced team environment and adapt to changing priorities. 9. Experience in fundraising, events coordination or the not-for-profit sector is desirable.

Competency Framework – Donor Relationships Coordinator			
Personal Attributes		Relationships	
Adapt and Respond to Change	3	Communicate Effectively	4
Display Resilience	3	Commitment to Customer Service	4
Act with Integrity	4	Influence and Negotiate	1
Manage Self	4	Work Collaboratively	4
Results		Business Support	
Deliver Results	4	Finance	1
Plan and Prioritise	3	Technology	3
Think and Solve Problems	3	Procurement and Contract Management	1
		Project Management	1
Demonstrate Accountability		4 – Highly Advanced 3 – Advanced 2 – Intermediate 1 – Foundational	
People Leadership and Management	1		
Lead, and Develop People	1		
Inspire Direction and Purpose	1		
Optimise Business Outcomes	2		
Manage Reform and Change	1		

AGREEMENT

It is agreed that these are the primary requirements for the position of Donor Relationships Coordinator. However, there is an expectation that this position may perform, or learn other duties, as required by Cancer Council Tasmania. Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations. It is understood by both parties that this position description forms an integral part of the feedback process between the employee and the Director therefore the entire document will be considered during any performance assessment.

Employee Signature _____
Donor Relationships Coordinator

Date _____

Director Signature _____
Director Engagement & Fundraising

Date _____