

MARY MACKILLOP *today*

DONOR CARE COORDINATOR

About Mary MacKillop Today

Mary MacKillop Today seeks to transform lives for self-determination through access to education and the learning of practical life skills in vulnerable and remote communities.

Just as Mary MacKillop did over a century ago, Mary MacKillop Today helps those wherever they are, regardless of their faith, ethnicity or gender by supporting development projects both within Australia and overseas. Mary MacKillop Today directly implements programs through our office in Timor-Leste, as well as through partnerships in Peru, PNG and Fiji.

We know that providing education, in all its forms, is one of the most effective ways to create sustainable outcomes and generational change in developing communities and we depend on support from the Australian public to carry out this vital work.

Mary MacKillop Today is a ministry of the Sisters of Saint Joseph and we work in the spirit of Saint Mary MacKillop and the Rev Julian Tenison Woods, inspired by their faith, legacy and grounded practical work.

Mary MacKillop Today is directly responsible for program design, implementation, monitoring and evaluation of all our projects and is a signatory of the Australian Council for International Development's code of conduct. As a consequence, we have a high degree of accountability and transparency. Mary MacKillop Today is committed to protecting the rights of children in all areas we work.

About the Role

The Donor Care Coordinator is a key 'supporter facing' position and is responsible for creating meaningful long-term relationships with Donors to inspire and grow philanthropic support from individuals through the mid-level giving and bequest programs.

Working with current and qualified prospective donors, this role will develop fundraising initiatives to drive supporter engagement to increase fundraising revenue, improve supporter retention and strengthen supporter loyalty.

This position requires a dedicated supporter-centric fundraiser who is a confident communicator dedicated to enabling people to support our cause with appeal gifts of over \$1,000 or by leaving a gift in their Will. Being self-motivated with a desire to excel will lead to success in this role.

Key responsibilities

Supporter Relationship Management

- Work with the Philanthropy Manager to develop and implement a mid-level donor engagement strategy and a bequests engagement strategy to grow revenue sustainably and promote philanthropic giving. The strategies will address the following: short, medium and long-term goals, acquisition and retention strategies, recognition, stewardship and appreciation strategies, donor journeys, and a communications calendar for each donor segment.
- Stewardship of key stakeholder relationships including donors, trustees, legal and financial professionals, and estate executors.
- Develop and manage a portfolio of confirmed and potential Bequest Donors through a strategic stewardship program and inspire individual to leave a gift in their Will to Mary MacKillop Today.
- Develop and manage a portfolio of mid-level donors through a strategic stewardship program and inspire individuals to increase their giving to appeals.
- Nurture strong supporter relationships through the provision of timely, personal and confidential customer service to qualified donors and follow up any leads generated by CRM database research and donor surveys.
- Work with the Philanthropy Manager to develop and implement an annual series of key stakeholder engagement events and campaigns.
- Represent Mary MacKillop Today at relevant donor engagement events, potentially out of office hours and on weekend.

Bequest Program Administration

- Ensure timely and efficient processing of all administrative duties associated with deceased estates and bequests
- Ensure documentation such as probate and financial statements from realised estates are received in accordance with legislation and filed accordingly and accurately.
- Prepare and execute affidavits as required for deceased estates.
- Track Wills through probate and relevant Courts.
- Liaise with Executors and Solicitors to track progress of Estate administration.
- Liaise with other charitable beneficiaries (as required).

Data and analytics

- Manage effective systems for tracking and cultivating donors/potential donors, including the administration of estates, bequests and anticipated bequests.
- Use analytics, research insights and feedback to identify opportunities for innovation and improvement across the mid-level donor and bequests programs.
- Identify potential mid-level donor prospects and bequest donor prospects in Mary MacKillop Today's CRM Database.
- Maintain accurate and up-to-date records of all supporter data, including contact information, relationship history, direct communication, and fundraising campaigns.
- Report on and evaluate all acquisition and retention programs and fundraising progress (includes bimonthly Board reporting).

Key Competencies

Knowledge, Skills and Experience

- Minimum of three years' experience in a similar fundraising or supporter relations role, in a non-profit environment.
- Excellent interpersonal and relationship building skills and proven experience in delivering best practice donor/supporter care to cultivate and nurture long-term supporter relationships.
- Proven track record in the development and delivery of successful mid-level donor and bequests programs.
- Proven experience in setting and achieving revenue targets.
- Proven knowledge of the Australian giving environment and best practice fundraising principles.
- High ethical standards of behavior, good judgment, respect for others, confidentiality and attention to detail.
- Excellent written and verbal communication skills.
- Excellent organisational and time management skills.
- Demonstrated ability to work autonomously, and as part of a team.
- Advanced computer skills, including Microsoft Office Suite.

Desirable

- Tertiary qualifications or equivalent in business development, communications, fundraising or relevant subject area.
- Experience in database management, ideally Thank Q or other CRM platform.
- Sound analytical skills and experience in database reporting.

General Information

This position is a permanent full time based in North Sydney, and reports to Philanthropy Manager of Mary MacKillop Today. This position no direct reports. The working environment is informal but professional, with very high standards of output and delivery. We are a happy, enthusiastic and energy filled group, with a positive and values- driven culture.