

Regular Giving Executive

Beaumont People • Sydney CBD NSW



Not provided



Work type
Full time



Contract type
Not provided

Job details



Date posted
11 May 2022



Expired On
22 Jul 2022



Category
Customer Service & Call Centre



Occupation
Other



Base pay
Not provided



Work type
Full time



Job mode
Permanent

Full job description

Develop your career in fundraising by supporting the delivery of a large regular giving program for this leading national cancer research charity.

- Work on a large regular giving program, delivering on acquisition and retention strategies to grow long-term donors
- Build a career in fundraising within a leading charity
- CBD location with flexibility to work from home

About the Organisation:

This leading health charity raises money for research into the prevention and cure of cancer.

Role Summary

The role of Fundraising Assistant will play a key role in supporting the delivery of the regular giving program which is responsible for the acquisition and retention of long-term donors.

You will be the first point of contact and act as a liaison between stakeholders to ensure the smooth delivery of the program. You will also provide operational support in data, reporting, quality assurance and process improvement.

We are looking for a highly organised person who thrives in a task driven environment, you will be a lover of lists and processes and a passion for data with excellent skills in Microsoft Excel. You will perhaps be working in a customer service-based role where you will have experience in dealing with people in a caring and empathetic manner.

If you love making things happen on time, every time and enjoy a structured

environment where attention to details matters then this could be the role for you.

Key Responsibilities

- Be the first point of contact with fundraising agencies and stakeholders for regular giving related tasks and enquiries
- Manage enquiries and complaints and escalate if necessary
- Support the implementation of acquisition, upgrade, conversion, and reactivations programs
- Complete a variety of weekly operational reports to assess program performance
- Assist with plans for new projects and campaigns
- Coordinate the ordering, storage and distribution of collateral and apparel with suppliers
- Manage the refund process with internal stakeholders
- Work with Supporter Services, Data and Finance team to resolve any queries
- Identify opportunities to make improvements to improve retention of donors

Skills & Attributes

- Some understanding of a non-profit fundraising environment is preferred
- Exceptional customer service and relationship management experience
- Good communication skills – written, verbal, and telephone manner
- Ability to multitask and prioritise workloads with multiple stakeholders
- High levels of interpersonal skills
- Strong attention to detail and drive for excellence
- Team player

Application Process

Beaumont People has been contracted to recruit this role, therefore please direct all general enquiries to Emily Wheeldon at Beaumont People on emilyw@beaumontpeople.com.au

Applicants can apply via the APPLY NOW button below.