

# Job Description

## Details

<b>Job title</b>	Individual Giving Coordinator	<b>Team</b>	Individual Giving
<b>Reports to</b>	Individual Giving Manager	<b>Job status</b>	Permanent
<b>Direct reports</b>	Nil	<b>Hours</b>	Full Time
<b>Effective</b>	July 2021		

## Our Vision and Mission

<b>Our Vision</b>	For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment	
<b>Our Mission</b>	We help save children's lives and work wonders for sick kids and their families	
<b>Our Values</b>	<b>Accountability</b>	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	<b>Recognition &amp; Respect</b>	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	<b>Care</b>	We care for everyone we impact – the children always come first
	<b>Working Together</b>	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun, and celebrate our achievements
	<b>Excellence &amp; Innovation</b>	We strive for excellence, encourage innovation, and develop our skills to achieve our best

## Key Relationships

<b>Primary internal relationships</b>	Individual Giving Manager, Head of Individual Giving, Chief Marketing and Fundraising Officer, other teams (Marketing Communications, Finance, Research & Grants, Patient and Family Support, Supporter Services, Data Management)
<b>Primary external relationships</b>	Families, external consultants and contractors, printers and other agencies and outside providers

## The Person

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| <b>Qualifications</b>        | <ul style="list-style-type: none"><li>• Tertiary qualifications with a major in one of the following fields – Marketing, Communications, Advertising, Media or equivalent level of experience (minimum 4 years).</li></ul>   |
| <b>Skills and Experience</b> | <ul style="list-style-type: none"><li>• Experience in support or administrative role within a not for profit team and/or similar industry.</li><li>• Excellent project and time management skills with the ability to handle multiple projects within tight timeframes and perform under pressure.</li><li>• Experience planning, briefing, coordinating stakeholders, implementing, and reporting across multiple channels including digital, print, telemarketing campaigns.</li><li>• Excellent communication, interpersonal and stakeholder engagement skills and a flexible approach when working in a team.</li><li>• Experience briefing and liaising with suppliers on campaign requirements, including receiving quotes and ensuring requirements are met on time and within budget.</li><li>• Excellent proof-reading skills in terms of spelling, grammar, accuracy of information, and application of templates and style guides.</li><li>• Excellent computer literacy skills, including experience in using a CRM database to support fundraising activity.</li><li>• Strong working knowledge of latest print, digital and production techniques and/or technologies.</li><li>• Sensitive to the core values and mission of the Foundation.</li><li>• Ability to work autonomously with high attention to detail.</li></ul> |

## Job Purpose

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| <b>Primary purpose of role</b> | To coordinate a variety of direct marketing campaigns and communications to acquire, grow and retain individual givers. |
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## Key Responsibilities

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| <b>Campaign coordination</b> | <ul style="list-style-type: none"><li>• Working with the Individual Giving Manager, to plan, implement and report on direct marketing campaigns to deliver on objectives and targets.<ul style="list-style-type: none"><li>– Campaigns including acquisition, appeals and donor care</li><li>– Channels including mail, website, email, SMS, social media</li></ul></li><li>• Brief and coordinate suppliers, agencies, and internal stakeholders, ensuring campaign requirements are met on time, on brand and within budget – including creative, production, fulfilment and data.</li></ul> |
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- Work with the Family Liaison Officers and external agencies to schedule interviews with families and clinicians and ensure appeal content is developed on time.
- Coordinate the approval process for campaigns and communications.
- Proof creative, ensuring it is accurate, on brand and meets requirements.
- Compile, send and report on emails through our email marketing platform.
- Provide ongoing updates on delivery and work progress to internal stakeholders.

- Administration**
- Undertake general administration tasks for campaigns and for the Individual Giving Team, including, raising purchase orders, filing, tracking invoices, entering data into the CRM system and assistance with events.
  - Ensure all work is recorded and processed through internal systems including the customer relationship management system (iMIS), email marketing platform, internal briefing system and financial system.

- General**
- Build collaborative relationships across the organisation to understand and involve stakeholders, and to identify opportunities.
  - Provide support across the Individual Giving Team, as needed.

- Work Health & Safety**
- Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures.
  - Take reasonable care at work to ensure your own and others' safety.
  - Report all known or observable hazards.

## Competencies

<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
<b>Peer Relationships</b>	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
<b>Functional Technical Skills</b>	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
<b>Organising</b>	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
<b>Action Orientated</b>	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

## Other Considerations

The Children's Hospital Foundation is committed to child safety. The *Working with Children (Risk Management and Screening) Act 2000* requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.