

Supporter Relationship Specialist Position Description

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| Reporting to: | Gifts in Wills Manager | Work location: | Any location, Australia |
| Department: | Supporter Engagement | Budget holder: | No |
| Team: | Gifts in Wills | Direct reports: | Nil |

Role Purpose

The Supporter Relationships Specialist is responsible for providing high quality donor stewardship, helping to grow the pipeline and increase fundraising income across Gifts in Wills and Key Supporters (middle donors) programs.

Reporting to the Gifts in Wills Manager, and working closely with the Key Supporters team, the successful candidate will provide outstanding supporter experiences that results in long term commitment through conversations that build trust and engagement across phone, email, mail and in person.

Working with the Gifts in Wills team, the role will manage and maintain relationships with supporters who have indicated their interest in leaving a gift in their will, actively cultivating and strengthening leads in the pipeline from enquirers through to the point of a confirmed gift. The role will provide ongoing meaningful and personalised stewardship to supporters who have confirmed a bequest to nurture trust and confidence in that decision.

Working with the Key Supporters team, the role will provide exceptional service and stewardship for our mid-value segment, bridging the gap between a high-touch major donor program and mass fundraising programs.

Exceptional communication will be critical to the success of this role, in order to grow engagement across Gifts in Wills and Key Supporters programs. Success will be measured by growth in volume of confirmed Bequestors and income from the Key Supporter segment (overall income and lifetime value per supporter).

The role requires excellent interpersonal skills (verbal and written, particularly over the phone, but also in person) with clear ability to create easy and natural rapport with people across a variety of ages and backgrounds.

The role will need to leverage multi-channel touchpoints, fundraising moments (emergencies, events etc.) and ongoing activity to grow the Gifts in Wills pipeline and Key Supporters income.

Experience in a mass fundraising program where relationship management is conducted at scale is highly favourable.

Key Areas of Accountability

Role requirements

- Develop and manage personalised and consistent stewardship activities in the supporter journey for Gift in Wills and Key Supporters.
- Work collaboratively within the Key Supporters and Gifts in Wills teams to execute plans to provide engaging stewardship (thanking, onboarding, receipting), demonstrate impact and provide opportunities to extend support - through a combination of timely and relevant phone calls, face to face and written communications.
- Accurately assess, qualify, and classify the level of interest and commitment from supporters considering a gift in will, including leads generated by direct response activities through engaging follow up conversations and communications.

- Proactively cultivate and nurture supporters through meaningful and personalised stewardship to achieve moves management and stewardship targets in the Gifts in Wills pipeline.
- Identify and develop testimonials through nurturing a trust and confidence for supporters to share their story and motivation about their commitment to dedicating a gift in their will.
- Proactively identify opportunities and strategies to engage with existing and potential Key Supporters, particularly where there is overlap with GIW pipeline/propensity, managing and building meaningful connections and ensuring an excellent supporter experience to improve retention and grow income.
- Support and leverage fundraising opportunities impacting both Gifts in Wills and Key supporters, as directed (e.g. Emergencies, Events etc.)

Reporting & Administration

- Maintain diligent upkeep of supporter records and detailed notes on interactions and supporter preferences on Save the Children CRM.
- Prepare reports on monthly activities and outcomes of supporter engagement.

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure that due diligence and other guidelines are adhered to on Key Supporter donations.

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

Person Specification

Essential knowledge or experience

- 2+ years of fundraising and donor stewardship or relationship management experience.
- Demonstrated commitment to providing exceptional customer service.
- Demonstrated ability to communicate and collaborate successfully with individuals and teams at all levels.
- Demonstrated commitment to fostering and maintaining an environment of diversity, inclusion, and belonging.
- High competency with the MS Office suite of programs, and CRM management.

Desirable knowledge or experience

- Experience managing supporter relationships in a Gifts in Wills program.

Core competencies required

- Exceptional donor focus and a passion for interacting with a broad range of donors.
- Confident phone technique, displaying a mature, ethical, professional manner that exhibits sensitivity, tact and discretion along with a commitment to a high standard of performance.

- Self-motivated with excellent organisational and administration skills, and the ability to work autonomously.
- Excellent relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Strong interpersonal communication and active listening skills, demonstrating high levels of maturity, curiosity, empathy and resilience.
- High levels of attention to detail.
- A proven team player. Someone who is open and who is able and willing to deliver beyond their personal brief

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required **Travel:** Not required

Working with Children Check: Required **Assets:** Laptop