

HR	Position Description	
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Job Title	Supporter Relations Coordinator
Department	Planned Giving
Reports To	General Manager Planned Giving via the Supporter Relations Team Leader
Manages / Supervises	N/A

() New Job Description (x) Revised Job Description

1. PURPOSE OF THE JOB:

- Promote, acquire, cultivate, steward and retain supporters who have the propensity or have indicated or pledged a gift in their Will.
- Solicit bequests in a professional and ethical manner and in accordance with the bequest strategy and growth plans to ensure a sustainable income stream.

2. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Identify prospects, cultivate and solicit bequests in accordance with the bequest strategy and operational plan and procedures.
- Steward, recognise and retain confirmed bequestors in accordance with the bequest strategy and operational plan and procedures.
- Promote the need and role of Guide Dogs NSW/ACT to supporters and the public.
- Cultivate relationships with supporters and prospects through phoning, writing, visiting and events.
- Maintain accurate records and produce reports and other key statistics as requested by the General Manager Planned Giving and/or Supporter Relations Team Leader.
- Participate in and host supporter events.
- Participate in Guide Dogs NSW/ACT promotions and presentations, AGM, seniors events and other assigned duties.
- Assist the General Manager Planned Giving via the Supporter Relations Team Leader in developing the bequest strategy and delivery of the operational plan.

- Work collaboratively with all members of the Growth department and other stakeholders.

WH&S Responsibilities

- Follow Guide Dogs NSW/ACT WH&S policy, procedures and rules, and follow safe work practices.
- Report any hazards and incidents as soon as possible, whether or not someone was injured.
- Participate in WH&S consultation meetings to discuss workplace safety in the department.
- Assist in the return to work process for yourself or any work colleagues following injury.
- Participate in WH&S activities such as training, inspections, investigations, evacuation drills, WH&S meetings and risk assessments as required.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety

3. OTHER DUTIES & RESPONSIBILITIES:

- Liaise and build relationships within the legal profession.
- Other related duties as required.
- Perform other related duties as required.
- Participate in personal development opportunities.
- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.
- Ensure that all activities and record keeping comply with relevant legislation.

4. SUPERVISORY RESPONSIBILITIES:

- N/A. Occasional mentoring of new staff.

5. KNOWLEDGE & SKILLS:

Essential

- Warm, mature and sensitive nature.
- Experience in listening and communicating with people of different ages and from varied backgrounds.
- Strong interpersonal skills.

- Excellent written and verbal communication skills.
- An understanding of sales.
- Strong time management, organisation and administrative skills.
- Ability to work independently and to be an enthusiastic member of the team.
- Innovative and adaptable to change.
- Good computer literacy and skill in database management.
- A current driver's licence.
- Ability to undertake regional travel from time to time, including overnight stays.
- Able to manage the physical demands and inherent requirements of the job and complete the tasks and duties as stated.

Desirable

- Prior experience in fundraising, bequests activities or customer service.
- General knowledge of donor development and fundraising.

6. PHYSICAL DEMANDS OF THE ROLE:

- At times it is an office bound role with regular periods out in the community which involve finding unknown locations and coping with changeable traffic conditions. Long distance driving required (regional areas).
- Use of laptop/computer, phone (landline and mobile) and hand writing notes.
- Overnight stays in accommodation may be required when travelling to regional areas.

High level of activity (50% or more of time spent performing these activities)

Activity	Description	Existing controls
Driving in metropolitan Sydney and regional NSW for long distances and for extended periods of time.	Sustain a dynamic sitting posture while driving for long periods with a break every two hours.	Vehicles comply with safety and ergonomic guidelines. Safe driving policy with scheduled breaks as required.
Visiting bequestors in their homes, and at group venues. May be exposed to emotionally sensitive issues with bequestors and family members.	Capacity to maintain a high level of customer service, professional boundaries and good emotional/psychological health.	Manager support. Access to GD's Employee Assistance Program. Attend industry-based professional development programs.

Work independently and in most instances solo.	Requires emotional stability, sustained concentration and clear thinking when working in isolation.	Manager support. Access to GD's Employee Assistance Program. Attend industry based professional development programs.
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Medium level of activity (30-50% of time spent performing these activities)

Activity	Description	Existing controls
Sustain a sitting posture while conducting computer work.	Ability to maintain static arm, neck, shoulder and back posture and hand, wrist and finger fine motor skills.	Ergonomic office equipment and assessments provided. Scheduled and mini breaks as required.
Collate letters and fill envelopes.	Dynamic standing, pivoting eye-hand coordination. Requires adequate hand, wrist and finger motor skills. Adequate pelvic stability and trunk strength.	Where possible, work conducted at bench height.
Actively participate in setting up and running special events. May include long hours outdoors to complete the tasks and duties.	Requires lifting, pushing, pulling, twisting, stretching, bending, kneeling, squatting on a repetitive basis, gripping and releasing on a repetitive basis. Requires dynamic standing and adequate pelvic stability and trunk strength. Requires adequate hand, wrist and finger motor skills. Exposure to climate elements.	Trolley and lifting devices provided as required. Appropriate food, water and sun shelter.

Low level of activity (5-10% of time spent performing these activities)

Activity	Description	Existing controls
Temporary charge of a dog that requires handling and toileting.	At times, unpredictable pulling on the lead requiring exerting and restraining force with the leading hand and arm. Can also involve	Dog handling skills training provided. Dog temperament matched to staff skill level.

	bending, kneeling and squatting.	
Lift and carry boxes, files and file boxes.	Requires full range of movement in shoulders and elbows, adequate pelvic stability and trunk strength.	Boxes weigh no more than 10kgs. Lifting trolley provided as required.

7. WORKING CONDITIONS & ENVIRONMENT

- Open office floor plan, surrounded by your team and manager (along with other departments within Guide Dogs NSW/ACT).
- Professional environment.

Date Commenced Employment:

Employee's Signature:		Date:	
Print Name:			
Manager's Signature:		Date:	
Print Name:			