



Presbyterian Support
Upper South Island

Position Description

DONOR & COMMUNITY RELATIONSHIP COORDINATOR

Department: Central Support
Team: Business Development Team
Reports to: Business Development Manager (BDM)
Responsible to: Business Development Manager

Direct Reports: N/A

ROLE DESCRIPTION

The DCR Coordinator plays a key role within the Business Development Team and is responsible for all aspects of donor and community relationships including developing and implementing long term strategies and stewardship programmes for supporting individual giving, bequests, major donors, regular giving, and corporate support, to help achieve fundraising targets and retain donor support.

Key Relationships	Purpose of interaction
Internal Business Development Team (BDT) Finance team	Support and liaise Liaise
External Churches and community organisations Donors, Volunteers and Clients Fundraising agencies	Relationship maintenance Relationship maintenance Support, liaise and coordinate

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. Develop, implement and maintain strategies for increasing and retaining donor support</p>	<ul style="list-style-type: none"> • Help develop and implement multi-channel donor acquisition strategy in keeping with the Marketing & Fundraising strategy and in conjunction with BDM and BDT. • Help develop and maintain relationships with external fundraising agencies and suppliers to assist with effective delivery of campaigns and appeals, e.g. Telemarketing, Face-to-face acquisition etc., with support from BDM. • Develop and maintain all donor relationships in keeping with the stewardship matrix and communication calendar, including organising and sending receipts and cards (e.g. thank you/sympathy) as needed. This includes the Bequest Strategy, Regular Giving, Corporate and Individual Giving programmes. • Donors/supporters report an enhanced positive gifting experience, and feel connected to PSUSI, which results in increased donor numbers and overall generosity of gifting. • Manage donor/supporter complaints in a timely and professional manner. • Generate regular reports and analysis of donor giving patterns, retention rates and other relevant metrics to support monthly manager reports. • Actively monitor data, analyse and identify gaps and opportunities to measure effectiveness of campaigns (e.g. Regular Giving, Appeals) and help inform future activity including the recruitment of new regular givers, bequesters and re-engage lapsed supporters. • Regularly manage and maintain donor records as required (e.g. Raisers Edge NXT), including monitoring/responding to 'at risk' records and supporting Database and Reporting Coordinator with regular cleaning and updating (e.g. Noticematch, data cleanse, donation batches etc.). • Help develop and administer donor/supporter feedback, via surveys (print/online), to improve donor/supporter experience and communication strategies in conjunction with BDT and in keeping with Marketing & Fundraising strategy. • Keep up to date with legislation and developments regarding Will preparation and estate administration. • To liaise with the Marketing & Fundraising Coordinator, Database & Reporting Administrator, Grants Coordinator, Finance team and PSNZ and carry out data entry, develop reports, and associated activity related to donor activity as required (e.g. Guardian Angels, National Bequest Campaign).
<p>2. Developing and nurturing community relationships with key groups including but not limited to Parishes, Schools,</p>	<ul style="list-style-type: none"> • Develop/manage a call cycle plan and conduct regular visits/calls to key community groups to maintain proactive and engaged relationships. (These include; Parishes, Schools, Corporate supporters, RSA's, Community Groups etc.) Visits may take place

<p>Law firms and Corporate partners</p>	<p>outside of standard office hours, e.g. evenings, weekends, overnight travel.</p> <ul style="list-style-type: none"> • Develop and implement strategy to manage relationships and communications with estate executors and legal practitioners. • Develop and present power point presentations for key community groups including responding to requests from new groups as required. Topics may vary but should always include promotion of PSUSI 'needs' (e.g. focus on Bequests/Regular Giving) alongside relevant and up to date service information. • Coordinate clinical employees to speak at church or community groups for specialist presentations if required. • Promote PSUSI 'needs' in conjunction with the Marketing & Fundraising plan (e.g. Volunteering, Bequests, Regular giving, Fundraising etc.) • Coordinate PSUSI fundraising & marketing events – this includes fundraising activities (e.g. Christmas Giving project etc.) and PSUSI stands at internal/external events, including volunteer coordination/management (e.g. Annual Meeting, Service Morning Teas, Social service trade shows etc). • Manage and maintain PSUSI's Event Kits – ensure staff are signing these in/out and they are kept in good condition with broken equipment replaced following budget approval from BDM/Area Managers. • Ensure events run smoothly with good coverage, feedback and follow up (including providing social media content for Marketing & Fundraising Coordinator). • Support Marketing & Fundraising Coordinator/BDM with corporate sponsorship/partnership strategy, including developing and nurturing relationships with partners, and assisting with the coordination of any corporate fundraising activity. • Keep up to date with what's happening in the organisation to be able to keep stakeholders informed.
<p>3. Collaboration with and support of other Business Development Team roles and PSUSI administration support where required</p>	<ul style="list-style-type: none"> • Support Data and Reporting Administrator with RE NXT tasks including, but not limited to; monthly reconciliation (batches), generating receipts, adding new constituents (newsletter subscribers), knowledge of house-keeping work to prepare for appeal/data collation (queries and exports). • Contribute effectively to the work and meetings of BDT including taking meeting minutes and helping to prepare agendas if required. • Assist with Marketing and Fundraising plan where required. • Assist BDT and Executive Assistant with Annual Meeting preparation and event including possible RSVP collation, sending invitations and setting up/break down of collateral/signage for the meeting. • Provides back up support for the Data Reporting & Administration role with regards to RE NXT Appeal/Mailing processes – data collation including segmentation etc. for print/NZ Post. • Interviewing clients or supporters for stories or structured feedback as required. • Maintain data lists in Mailchimp for regular e-newsletter comms.

	<ul style="list-style-type: none"> • Provides support to the Te Korowai reception area when required including providing customer service support to clients face to face, over the phone and via email as required. • Support Brandkit printing, preparing and distributing collateral when needed. Provide staff support as required, including help with production/compilation of resources for their work. • Printing, preparing and distributing internal printed collateral such as volunteer and long service certificates as needed.
4. Actively contributes to the sustainability of PSUSI services	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community. • Is supportive of and actively contributes to fundraising and marketing initiatives where required.
5. Volunteer Supervision and Support	<ul style="list-style-type: none"> • Ensures safety, support and wellbeing of volunteers working in your team. • Ensures volunteers duties and tasks are carried out in a safe and appropriate manner. • Provides training and support to volunteers as required. • Ensures professionalism and respect in all interactions with PSUSI volunteers.
6. Stays up-to-date with advancements in field and has a focus on professional development	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self. • Development requirements are signalled in advance to line manager for approval. • Competence and skill level is maintained to perform role to highest ability. • Maintains a good understanding of current best practice in field of work and adapts accordingly. • Meets objectives set as per annual performance reviews.
7. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is maintained at all times and will attend monthly H&S meetings as required. • Actively contributes to a safety and wellbeing conscious culture. • Complies with Health and Safety policies, regulations and legislation. • Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace. • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly. • Has knowledge and is able to apply emergency procedures.
8. Ensures cultural awareness of different ethnic needs are reflected in the systems, processes and relationships	<ul style="list-style-type: none"> • Demonstrates understanding of the principles of the Treaty of Waitangi. • Ensures the principles of partnership, protection and participation are applied to day to day work. • Ensures procedures of Tikanga Māori practice.

<p>developed for the Business Development Team</p>	<ul style="list-style-type: none"> • Demonstrates the understanding of the ethnic diversity of the client base and ensures resources are aligned to this.
<p>9. Attends to other duties as required</p>	<ul style="list-style-type: none"> • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island.

PERSON SPECIFICATION

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Tertiary Qualified in relevant discipline • Maintains a full, clean drivers license 	

Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> • 2-3 years experience within a fundraising (or similar) role, ideally managing donor relationships and/or leading regular giving or donor acquisition campaigns. • Experience working with conflicting priorities and proven ability in time management, organisational and planning skills • Sound computer skills including the use of Outlook, internet and Microsoft applications (Word/Excel/PowerPoint) • Demonstrated ability to respect and adhere to confidentiality and professional boundaries. High degree of professional integrity and honesty, able to manage highly sensitive information confidentially. 	<ul style="list-style-type: none"> • Donor Database experience such as Raisers Edge • Knowledge of fundraising principles and best practices. • Group presentation/public speaking experience • Experience in event management • Confident with technology including the use of Sharepoint, MailChimp, Silverstripe (or similar website CMS), Microsoft Forms or Survey Monkey. • Experience in data analysis, research and reporting.

Skills and Personal Attributes:

- Motivated and enthusiastic to make a difference
- Creativity in identifying opportunities and innovative solutions
- Excellent interpersonal skills – ability to build rapport with supporters, colleagues and stakeholders
- Able to take responsibility, show initiative, be punctual and self-motivated
- Exceptional time management and organisation skills with the ability to prioritise and meet expected deadlines
- Able to work flexibly including weekends and overnight travel as required
- Highly developed written and verbal communication skills
- Ability to manage confidential information with responsibility and integrity
- A strong desire to succeed and continually improve self
- Commitment to ongoing professional development, high quality of work and professionalism
- Ability to manage stress and handle emotional situations while retaining empathy, is clear about how to achieve and maintain work/life balance
- Commitment to the mission (Ngā Aronga Matua) and values (Kaimana Korowai) of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi/Te Tiriti o Waitangi