

Church and Donor Development Assistant

Job Description

This job description outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may well change and evolve over time.

This position is full time 5 days per week.

Department: Fundraising and Marketing

Location: 451-459 Hunter Street, Newcastle NSW

Reports to: Donor Development Manager

Direct Reports: n/a

Other Benefits:

Holiday – 5 weeks per year (Jan – Dec)

Various paid Revive Days (away days) throughout the year

Context

Christians Against Poverty (CAP) Australia is an expanding charity with a strong vision and lively workforce. CAP exists to equip the church to effectively serve and include the poor, while confidently proclaiming Jesus. CAP is building a movement of churches that are committed to tackling both material and relational poverty.

CAP provides the training, support, encouragement and management churches need to provide a life transforming service to clients and bring hope to their community.

Purpose

To communicate with as many supporters and church leaders as possible in a timely and individualised manner across a number of campaigns aimed at further engaging current partners and securing new partnerships. To assist the Supporter Relations Manager process donations and new partnerships and update data on our database as required.

Passion

You are passionate about seeing the vision of CAP achieved – you know that without supporters and church partners we cannot offer these life transforming services.

Personality

You are driven to connect with people, encouraging them to deepen their engagement with CAP or to begin a partnership with CAP. You are motivated to meet agreed targets and you love engaging with people over the phone.

Role

The role of the Church and Donor Development Assistant is to outwork supporter and church partnership campaigns within the Donor Development Team with the intention of generating new or increasing supporter and church engagement. The focus of these campaigns will be to find new donors and new church partners, deepen existing relationships and increase income.

Accountabilities

Deliver the required campaign outcomes working closely with others within the Fundraising and Marketing Team. This will primarily involve communicating with supporters and churches over the phone and via email.

- Assisting the Supporter Relations Manager as required to:
 - Ensure one off donations and new Life Changers (regular donors) are accurately recorded and personally thanked as appropriate to agreed service standards.
 - Ensure the follow up for bounced Life Changer donations via phone and ensure that lost income is minimised, including regular donations that are directly deposited into our account.
 - Keep supporter records up to date with all new and relevant information.

Other responsibilities include:

- Be willing to pray with our amazing supporters and other staff members
- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
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Measurable outputs

- Achieve campaign outcomes according to agreed targets. These will include, but not be limited to:
 - Number of new CAP Money partnerships
 - Number of Church Talks booked
 - Number of New Life Changers
 - An increase in Regular Income
 - Number of calls made, successful connections and % positive conversion rates

Person Specification

Experience

- Essential
 - Experience of having to meet targets
 - Experience of having to meet deadlines
 - Experience in a telephone-based customer service environment
 - Experience of working in a workplace where detail is very important
 - Experience of having to work using your own initiative
 - Experience of working as part of a team
 - Evidence of passion for the ministry of CAP

Skills/Abilities

- Confident communicator who always promotes CAP's culture and values.
- Excellent verbal and written communication skills.
- A passion for engaging and inspiring supporters and church leaders.
- Excellent organisational skills.
- Ability to manage multiple projects and meet deadlines.

- A passion for excellence.
- Proactive when faced with uncertainty.
- Servant hearted.
- Ability to work well under pressure.
- Highly responsible.
- High emotional intelligence and ability to understand the human factors involved in the role.
- A high level of discretion.

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty’s Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP’s Statement of Faith

**Prepared by: Sally Evans
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