



## Position description

# Donor Relations Officer, Development and Fundraising Office (Casual)

Reporting to: Director, Development & Fundraising Office

The Position: The Development and Fundraising Office is responsible for the operation and management of:

- The Charitable Works Fund (CWF)
- The Priests' Retirement Foundation (PRF)
- St Mary's Cathedral Conservation Appeals
- Rome Pilgrimages
- Sydney Catholic Business Network

The Charitable Works Fund (CWF) is the main source of funding for the support of charitable and pastoral activities of six major Catholic agencies within the Catholic Archdiocese of Sydney including: Aboriginal Catholic Ministry; CatholicCare; Chaplaincy; Confraternity of Christian Doctrine; Ephpheta Centre and the Seminary of the Good Shepherd. Each year, the funding received is used by these agencies to help over 300,000 people.

Equally, the Priests' Retirement Foundation has been established by the Archbishop of Sydney to care for retired priests of the Archdiocese in areas such as accommodation, domiciliary hostel and nursing home care, health insurance, living costs assistance, motor vehicle costs and residential outgoings.

St Mary's Cathedral is subject to ongoing restoration and conservation works each year and considerable funds are required to pay for this work. Two large appeals are held annually through direct mail and ongoing fundraising also occurs through a variety of initiatives.

The role of Donor Relations Officer is to promote the Archdiocese's Bequest Program and the Cardinal Gilroy Society. Reporting to the Director, Development & Fundraising Office, the Donor Relations Officer will contact targeted supporters by phone and arrange personal visits to provide information about our charitable works and generate bequest pledges.

The Donor Relations Officer will offer assistance if required to our supporters by referring them to Agencies of the Archdiocese or will provide them with specific information that may be of assistance depending on their particular circumstance.

This role is responsible for improving the efficiency of the Archdiocese's bequest program and to generate a significant increase in bequest pledges and subsequent bequest income.

The role is on a casual basis three days per week .

Responsibilities: In working with and reporting to the Director, Development & Fundraising Office, the Donor Relations Officer is responsible for:

- Following up incoming leads requesting the Wills Guide
- Identifying bequest prospects through database analysis
- Maintaining bequest contact records in the ThankQ database

- Visiting an agreed minimum number of identified supporters to promote bequests, and providing information about our work and offer assistance as required.
  - Providing written monthly reports on activities
  - Maintaining contact with supporters through phone calls and mail
  - Other duties as requested from time to time.
- Inter-relationships: The Donor Relations Officer interacts with the following internal and external groups:
- Fundraising Operations Manager
  - Fundraising Marketing Manager
  - Parish Priests and key contacts
  - Confirmed, unconfirmed and target bequestors
- Qualifications and Experience: The ideal Donor Relations Officer will have:
- Minimum of 3 year's experience in a fundraising, marketing customer service roles or other relevant experience
  - Demonstrated experience in relationship building
  - Sound working knowledge of Microsoft Office suite of applications
  - High level writing skills with experience in report and letter writing
  - Experience in making presentations to groups
  - Demonstrated commitment to client service and a willingness to be accountable for their performance
  - Demonstrated commitment to the ethos and values of the Catholic Church and its Tradition
- Attributes: The Donor Relations Officer will demonstrate the following attributes:
- Professional manner and presentation
  - Excellent people skills including listening skills
  - Ability to operate with discretion and to maintain complete confidentiality
  - Attention to detail and a well ordered approach to work
  - Excellent communication skills both oral and written
  - Proactive approach and a commitment to do whatever is necessary to ensure deadlines are met
  - Understand priority and ensure matters are dealt with in a timely manner
  - Hold a current NSW drivers license and be able to use a private vehicle (a kilometer allowance is paid)
- Performance Management: The performance of the Donor Relations Officer will be assessed on a regular basis having regard to:
- Their performance on the key responsibilities and attributes for this role
  - Their ability to develop and maintain relationships with supporters and stakeholders
  - Service levels and the level of satisfaction expressed by key stakeholders