

# ROLE PURPOSE

**Role Title:** Donations & Database Coordinator – Single Giving

**Division:** Marketing and Fundraising, Public Affairs

**Location:** WeWorks  
320 Pitt St Sydney

**Date:** May 2026

**Employment type:** Contract full-time in the office

**Reports to:** Donations & Database Manager

**Number of direct reports:** 0

**Leadership Band:** Leads self

## Purpose of the role:

The Donations and Database Coordinator is part of the Donations and Database Team who are responsible for the management of the Supporter database, processing donations, delivering best practice supporter care to The Fred Hollows Foundation Supporters and Stakeholders and supporting the Marketing and Fundraising Team by providing data and insights.

## The core accountabilities of the Single Giving Coordinator are:

- Process donations end-to-end (sorting, coding, importing, banking, receipting) across all payment methods.
- Deliver supporter care via phone, email and written correspondence, including handling enquiries and managing shared inboxes for single and regular giving and capture supporter feedback
- Maintain accurate CRM data, including database hygiene and importing data from third-party suppliers.
- Support financial integrity by assisting with reconciliation of donation income to FHF bank accounts.
- Maintain operational administration (batch filing, archiving, office supplies, paperwork) to support team efficiency
- Identify and implement process improvements; document and maintain written procedures for CRM and related processes.
- Provide day-to-day problem solving and systems support for the team and supporters (CRM, website and other communication channels).
- Collaborate constructively with colleagues; assist with training volunteers/trainees/temp/permanent staff as required and complete other tasks as directed by the manager or supervisor.

## Our Capabilities:



## As a member of The Foundation Family, you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/ look out for the well-being.
4. Lead, collaborate, and contribute to all interactions.

## Skills:

- Excellent written and verbal communications skills with a demonstrated ability to effectively listen and ask questions; working collaboratively
- Excellent customer service skills with an authentic and empathetic phone manner
- Meticulous attention to detail and professionalism
- Possess solid reasoning and problem-solving capabilities
- Strong time management skills and ability to meet deadlines and handle multiple tasks in quick succession
- Demonstrated ability to build and manage strong internal relationships

## Essential Experience:

- Customer care/ phone or public-facing roles
- MS Dynamics 365 CRM or another CRM database
- MS Office – Proficiency in Excel, Outlook, Teams, Word and Shared Drive
- High level of data entry - speed and accuracy

## Desirable Experience:

- Experience of working in the NGO sector
- Administrative or support roles
- Working as part of a high performing and at times, very fast-paced team

## Qualifications:

N/A

## Travel:

As required to the office.

Role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to divisional, team and individual work plans for more specific details

## The position involves:

This position is not recognised as having "Contact with Children" either direct or indirect.

## Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

## To work in the Foundation you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.