

ROLE PURPOSE



Role Title: Donations and Database Coordinator – Single Giving

Division: Public Affairs – Direct Marketing / Individual Giving

Location: Sydney

Date: August 2026

Employment type: Full-time, Perm

Reports to: Donations and Database Manager

Number of direct reports: 0

Leadership Band: Leads self

Purpose of the role:

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

The Donations & Database Coordinator will own the outcomes of:

1. Donation Processing and Financial Administration

- Process donations end-to-end (sorting, coding, importing, banking and receipting) across all payment methods, including physical mail and online
- Support the accurate reconciliation of donation income to Foundation bank accounts.
- Ensure all donation records are processed accurately and within agreed service levels.
- Maintain appropriate records and documentation to support audit and compliance requirements.

2. Supporter Care

- Deliver high-quality supporter care via phone, email and written correspondence.
- Efficiently manage supporter enquiries, requests and feedback.
- Support shared inbox management and ensure supporter requests are actioned in a timely manner.
- Build and maintain strong working relationships with internal stakeholders, including the Bequests and Philanthropy teams, ensuring effective communication and collaboration to support supporter administration, donation processing and data management activities.
- Provide constructive feedback and suggestions to improve supporter care processes.

3. Maintain and Enhance D365 Database Integrity

- Assist with the overall efficiency, effectiveness, and integrity of the D365 supporter database.
- Maintain knowledge of D365 functionality and Foundation-specific business rules, processes and customisations.
- Ensure accurate data management practices are followed to support data quality, reporting and compliance requirements.
- Assist with data imports and data hygiene activities from third-party suppliers and fundraising partners.
- Help streamline and improve existing database, donation processing, and supporter service workflows.
- Support the ongoing documentation and consistent application of Donations & Database procedures.

4. Team Contribution

- Constructively contribute and collaborate with colleagues across the Foundation.
- Support onboarding and training of new staff, volunteers and temporary team members where required.
- Share knowledge and assist team members with database and donation processing queries.
- Demonstrate compliance with all legislation and The Foundation's policies and procedures

5. Other Duties

- Undertake other duties as reasonably requested by the Donations & Database Manager.

Our Capabilities:

As a member of The Foundation 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 in all interactions.

Essential Experience:

- Customer care / public-facing roles.
- CRM Database maintenance.
- MS Office – Proficiency in Excel, Outlook and Word.

Skills:

- Excellent written and verbal communications skills with a demonstrated ability to effectively listen and ask questions.

Desirable Experience:

- Raiser's Edge or other CRM database.
- Administrative or support roles.

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| <ul style="list-style-type: none"> • Excellent customer service skills with an authentic and empathetic phone manner. • High level of data entry speed and accuracy. • 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. • Considerate team player. | <ul style="list-style-type: none"> • Experience of working in the NGO sector. • Working as part of a successful team. |
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Qualifications:

N/A

Travel:

As required

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

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect
This position does not involve “Working 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 that are identified as working with children