

# ROLE PURPOSE



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

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

**Location:** Sydney

**Date:** August 2025

**Employment type:** Permanent, full time

**Reports to:** Donations & Database Manager

**Number of direct reports:** 0

**Leadership Band:** Leads self

## Purpose of the role:

The Senior Donations & Database Coordinator plays a key role within the Donations & Database Team, supporting the effective management of The Foundation's supporter database and donation processing functions. This position ensures high standards of donor care and contributes critical data insights and reporting to support marketing and fundraising initiatives.

This role has a particular focus on overseeing the management and processing of single-giving donations. Responsibilities include the daily coordination and supervision of the team and office operations, ensuring timely and accurate processing, reconciliation, and supporter follow-up. The position is also responsible for training, coaching, and supporting team members in donor care and donation management, identifying issues, coordinating resolutions, and monitoring outcomes to drive process improvements and operational efficiency.

The Senior Coordinator acts as a primary escalation point for complex supporter enquiries and complaints, and provides backup coverage for 1800 donation calls and the public email inboxes in the absence of the Inbound Call Specialist. This role also deputises for the Senior Donations & Database Manager when required.

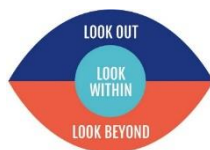
## The Senior Donations & Database Coordinator is responsible for and accountable to:

- Serve as the senior point of contact for donation-processing issues, supporter escalations, and team support. Assist the Senior Donations & Database Manager with training, coaching, and supervising staff on donation processing, supporter care, and database management.
- Oversee the end-to-end donation handling process, including sorting, coding, importing, banking, receipting, gift adjustments, and secure mail coordination.
- Deliver high-quality supporter care via phone and email, handling correspondence, enquiries, and complaints.
- Maintain and manage CRM data integrity (currently Raiser's Edge, transitioning to Dynamics), including routine performance checks.
- Reconcile single-giving income coming in to the Foundation's bank accounts and support Finance with reconciliation queries as well as financial audits by providing necessary data and documentation.
- Import data securely from third-party suppliers and stakeholders into the CRM database.
- Manage estate donations in coordination with the Bequest team.
- Coordinate secure banking courier logistics.
- Lead team data entry of invoice requisitions into iPOS.
- Maintain secure filing, archiving, and timely deletion of data in line with The Foundation's retention policies.
- Identify and implement opportunities for streamlining and enhancing processes.
- Collaborate effectively with internal teams and external stakeholders.
- Maintain accurate and up-to-date documentation of procedures
- Problem solve technical and processing issues related to CRM, website, and payment gateways; support system testing and upgrades.
- Support training of volunteers, temporary staff, and CRM backfill personnel.
- Record and share strategic supporter feedback to inform improvements and provide insight.
- Perform other duties as requested by the Senior Donations & Database Manager, including acting in their role when absent.
- Supervise the team's flexible working between the office and home.
- Provide relevant and timely feedback and advice to Senior Manager

## 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 & Attributes:

- Strong stakeholder and supplier relationship management.
- Excellent written and verbal communication skills.
- Demonstrated empathy and professionalism in supporter interactions.
- High-speed, accurate data entry with exceptional attention to detail.
- Strong analytical and problem-solving skills.
- Effective time management with the ability to manage multiple priorities.
- Ability to build and maintain positive working relationships.

	<ul style="list-style-type: none"> <li>• A collaborative, respectful, and supportive team member.</li> </ul>
<p><b>Essential Experience:</b></p> <ul style="list-style-type: none"> <li>• Minimum 5 years in a similar role.</li> <li>• Experience in supporter care or public-facing service roles.</li> <li>• Proven experience in CRM database management.</li> <li>• Proficiency in Microsoft Office (Excel, Outlook, Teams, Word, Share Drive).</li> <li>• Experience in team supervision and office coordination.</li> <li>• Administrative or operational support in a fast-paced environment.</li> </ul>	<p><b>Desirable Experience:</b></p> <ul style="list-style-type: none"> <li>• Familiarity with large-scale fundraising and marketing programs.</li> <li>• Experience with Raiser's Edge or Microsoft Dynamics CRM.</li> <li>• Previous work in the NGO or non-profit sector.</li> <li>• Experience in a high-performing team environment.</li> </ul>
<p><b>Qualifications:</b></p> <p>N/A</p> <p><b>Travel:</b></p> <p>As required to the office</p> <p>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</p>	<p><b>The position involves:</b></p> <p>This position is not recognised as having "Contact with Children" either direct or indirect. This position does not involve Working with Children" either direct or indirect.</p> <p><b>Additional Responsibility:</b></p> <p>Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.</p> <p><b>To work in the Foundation you will:</b></p> <ul style="list-style-type: none"> <li>• Be eligible to work in Australia and other regions where you will be based</li> <li>• Undergo background check including criminal records and qualifications check</li> <li>• Undergo working with children check for positions which are identified as working with children.</li> </ul>