

ROLE PURPOSE



Role Title: Supporter Relationship Coordinator

Division: Public Affairs

Location: Sydney

Date: November 2025

Employment type: Full time

Reports to: Supporter Relationship Specialist

Number of direct reports: 0

Leadership Band: Leads Self

Purpose of the role:

The Supporter Relationship Coordinator plays a key role in supporting the Mid Value Donor program, with a focus on donor thanking activities, fulfillment of enquiries, record keeping and providing excellent customer service. This role also provides admin support to the Retention team and wider Individual Giving team.

The Supporter Relationship Coordinator will own the outcomes of:

1. **Developing** relationships with a portfolio of mid-value donors, including timely welcoming, thanking and stewarding donors to inspire higher giving and deepen donors' connections to The Fred Hollows Foundation
2. **Contacting** supporters who have recently given a gift to The Fred Hollows Foundation to thank them for their gifts, via phone, email and mail, whilst building rapport to ensure each person is thanked and feels valued
3. **Supporting** the Retention team to deliver highly personalised appeals and materials that aim to develop, uplift or retain giving for this portfolio of mid-value donors and monitoring the results
4. **Assisting** with the implementation of the recognition and impact program for Mid-Value donors, including donor events, mail outs, handwritten notes, special activities to deepen donor engagement
5. **Tracking** donor communications, actions and feedback in Raiser's Edge/Dynamics
6. **Working** closely with the wider Retention team, Bequest team and Philanthropy team regarding donor movement
7. **Providing** general admin support to the wider Retention and Individual Giving team
8. **Undertaking** other tasks as requested by your line 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 in all interactions.

Essential Experience:

- Demonstrated experience in a customer service/facing role, ideally over the phone
- Demonstrated basic experience working with CRM databases (ideally marketing/fundraising databases)
- Excellent demonstration of managing priorities across different teams
- Strong Excel skills
- Proven ability to work to strict deadlines managing multiple projects

Skills:

- Experience with Raisers Edge will be highly regarded
- Excellent communication skills (both written and verbal)
- Warm, friendly, professional and articulate phone manner
- Demonstrated experience working as part of a team and the ability to work independently
- Strong time management skills and ability to meet deadlines

Desirable Experience:

- Previous direct marketing experience
- Knowledge of fundraising
- Experience of working in the NGO sector
- Experience in outbound calling campaigns
- Previous direct marketing experience
- Working knowledge of Raisers Edge/Dynamics

Qualifications:

Relevant tertiary qualification

The position involves:

This position is recognised as having "Contact with Children" either direct or indirect (**note: all positions are classified as having indirect or incidental contract with children**) This position does not involve "Working with Children" either direct or indirect.

Travel:

Domestic (if required)

Additional Responsibility:

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

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

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