

Position Description

Supporter Care Coordinator

Foodbank Victoria



POSITION:	Supporter Care Coordinator	LOCATION:	Yarraville
		DIRECT REPORTS:	Volunteers as Required
REPORTS TO:	Individual Giving Manager	APPROVED BY:	Dave McNamara
DATE PREPARED:	December 2022	CEO SIGNATURE:	

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none.

THE POSITION:

The Supporter Care Coordinator is responsible for providing a high level of Donor Service and Supporter Care to our potential and existing donors, fundraisers and supporters, enabling the fundraising team in its purpose to raise funds for the organisation.

KEY RESPONSIBILITIES:

Donation Processing

- Accurate and timely collection of donations from all external sources including mail, email, website and phone.
- Enter donations received into FBV database and receipting in an accurate and timely manner.
- Assisting with reconciliation of donations and receipts and FBV systems.

Deliver quality service in Supporter and Donor Care

- Confidently handle all enquiries to the dedicated fundraising email account and phone line.
- Provide a high level of Donor Service and Supporter Care to donors, fundraisers and supporters.

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KEY RESPONSIBILITIES (CONTINUED)

Donor Database Management

- Maintain accurate information regarding donors and donor contact in Salesforce.

Fundraising Administration and Support

- Provide assistance and support to fundraising team to ensure fundraising targets and deadlines are achieved.
- Organise and maintain the daily office duties.
- Liaise with third party suppliers and contractors.
- Work with the fundraising team to continually improve fundraising administration processes and procedures.
- Supervision of fundraising administration volunteers to ensure that they are engaged and working effectively.

Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Willingness to undertake other duties as required.
- Demonstrate the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities.

Authorisation Level

- Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your manager, approval of the CEO or two department managers is required.
- All employment decisions must be approved by the CEO.

Physical Requirements

- Ability to perform standard office-based tasks including computer use.
- Ability to lift items approximately 10kg weight

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ORGANISATIONAL ACCOUNTABILITIES

The organisational accountabilities are the **expected standards of performance** for all roles and levels at Foodbank Victoria.

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| Workplace Health & Safety | <ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Foodbank Victoria's safety policies and procedures. |
| Culture | <ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision, and values of Foodbank Victoria. Comply with Foodbank Victoria's Code of Conduct, policies, and procedures, at all times. |
| Information & Communications Technology | <ul style="list-style-type: none"> Protect and manage Foodbank Victoria's information assets in accordance with policy and process requirements. Use Foodbank Victoria's technology appropriately and with respect. |
| Customer Service | <ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence. |
| Financial Accountability & Governance | <ul style="list-style-type: none"> Models compliance with Foodbank Victoria's Authority and Financial Delegations policy. |
| Corporate Record keeping | <ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Foodbank Victoria and that all records are appropriately retained in accordance with Foodbank Victoria's recordkeeping requirements. |

KEY PERFORMANCE INDICATORS:

1. Achievement of Key Results

- Efficient organisational skills with strong attention to detail, ability to prioritise, meet deadlines and provide general administrative support to fundraising team.
- Donation processing and donor data housekeeping
- Effective, warm and professional Supporter & Donor Care for all who interact with the Foodbank fundraising department.
- Continual improvement of fundraising administration processes and procedures.

Measures

- Administrative tasks completed accurately within the timeframe required.
- To accurately process and receipt donations within 48 hours of receiving at FBV and to ensure all donor housekeeping is carried out in the timeframes required.

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KEY PERFORMANCE INDICATORS (CONTINUED)

- No reported customer service complaints and fundraising enquirers are welcomed, responded to and directed as required.
- Administration procedure documented and implemented.

2. FBV Values and Policies

- Ensure a safe and healthy working environment.
- Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy and respect.
- Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying.
- Accept responsibility and accountability for our actions, work performance and the use of property.
- Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders.
- Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies.
- Report and act upon any known violations of Foodbank Victoria policies.

Measures

- 100% compliance with Foodbank Victoria's policies and procedures.
- Take part in 1 internal workplace audit every 12 months.
- No reported breaches in confidentiality.
- All known violations of these FBV guidelines reported to line manager.

3. Team Performance

- Provide a flexible and stimulating workplace that encourages honest and effective communication.
- Nurture a culture of mutual trust, support and encouragement where everyone's contribution is recognised equally.
- Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work.
- Celebrate excellence.
- Act and communicate ethically with all stakeholders.
- Adhere to ethical purchasing procedures.
- Avoid all conflicts of interest.

Measures

- >90% Team meetings attended.
- Training programs are achieved.
- Review discussions completed.

KEY SELECTION CRITERIA:

Qualifications

- Office Administration Certificate level qualification well regarded.
- Hold and maintain a current driver's license and be prepared to drive.
- Professional development training undertaken.
- Willingness to undertake a criminal record check.

Experience

- Ability to work well in a team environment.
- Work experience in customer service or administration.

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KEY SELECTION CRITERIA (CONTINUED)

- Previous experience working or volunteering in a non-profit environment highly regarded.
- Excellent general administration skills.
- Good Microsoft Office skills and the interest to further develop skills with Word and Excel and Outlook.
- Interest and ability to develop skills in Dynamics and Salesforce.
- Excellent interpersonal skills.
- Attention to detail.

Competencies

- Seeks feedback and responds appropriately.
- Copes with change, effectively.
- Takes initiative.
- Works diligently to meet and exceed accountabilities.
- Makes others feel valued.
- Is reliable, consistent and fulfils commitments.
- Maintains confidentiality.
- Works collaboratively.
- Plans and organises work efficiently and effectively.
- Understands our markets, supply chain and operations.
- Identifies opportunities to grow or improve the organisation.
- Resourceful.
- Innovative.

I agree to abide by Foodbank Victoria’s values, policies, and procedures and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

NAME:	
SIGNATURE:	
DATE:	

