

FOODBANK VICTORIA

POSITION DESCRIPTION



POSITION	Fundraising Assistant		
DEPARTMENT	Fundraising & Marketing		
LOCATION	La Trobe Street		
REPORTS TO	Individual Giving Manager		
DIRECT REPORTS	Nil		
KEY CONTACTS	Supporter Care Coordinator, Digital Fundraising Lead, Digital Fundraising Coordinator, Data Analysts, Marketing & Communications Team		
AWARD & CLASSIFICATION	SCHADS, Level 2		
DATE	August 2026	EXECUTIVE SIGNATURE	

ROLE PURPOSE

As a member of the Fundraising Team, the Fundraising Assistant provides administration support for Foodbank Victoria's Regular Giving program and broader fundraising functions, as directed by the Individual Giving Manager.

This role assists in maintaining accurate supporter data, processing donations, responding to donor enquiries and supports efficient fundraising operations. The Fundraising Assistant helps with donor stewardship, reporting, CRM administration and program processes, contributing to a positive supporter experience.

MAJOR ACCOUNTABILITIES

#1: Regular Giving (RG) Administration:

- Support the Individual Giving Manager to administer the Regular Giving program as a core income stream.
- Assist in the development of donor journeys, stewardship and engagement activities to improve retention and long-term value in consultation with the digital fundraising coordinator.
- Prepare End of Financial Year statements, receipting and related donor communications.
- Monitor performance, prepare reports and support improvements.
- Contribute to planning, processes and procedures that support efficient program delivery.
- Support appeals, campaigns and activities involving RG donors.

- Respond to Regular Giving program enquiries promptly and professionally. - Administer regular donor acquisition, churn management, recovery, cancellations and delinquency processes.	Deliver responsive, high-quality service that supports an exceptional supporter experience.
#2: Donor Support	
- Handle donor enquiries, feedback, and requests promptly and professionally always placing Foodbank's community and supporters first. - Process donations accurately and efficiently in accordance with Foodbank's organisational policies and procedures. - Administer incoming postal donations.	- Monitor supporter inbox and accounts and respond to donations queries. - Administer donation of request forms, receipts, and correspondence in a prompt manner. - Provide additional administrative support during appeals and priority activities.
#3: CRM & Data Management	
- Maintain accurate and up to date supporter records within fundraising CRM systems including FBVs fundraising platform and Salesforce. - Ensure data integrity, quality, and security through effective data administration, cleansing, quality assurance processes, and compliance with the relevant organisational policies.	- Maintain accurate data processes and procedures in line with the program. - Produce regular reports and insights to support fundraising performance and decision making.
#4: Workplace Health and Safety (WHS)	
- Comply with all company policies, procedures, and code of conduct. - Assist achieving our company vision through meeting our legal, moral, and ethical obligations. - Ensure WHS policies and processes are adopted across the organisation. - Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements.	- Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times. - Lead by example and display an active commitment to company policy and WHS compliance. - Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.
TECHNICAL KNOWLEDGE	PERSONAL ATTRIBUTES
Experience in NFP fundraising, regular giving, customer loyalty programs or a similar administrative environment.	- Excellent written and verbal communication skills. - Natural aptitude towards problem solving in a support capacity ie.

• Intermediate Salesforce Experience. • Administration experience with payment platforms, such as Stripe. • Proficient in Excel and Microsoft Office products.	responding to requests for information or donor queries. • Demonstrates initiative working with CRMs, software platforms. • Ability to work independently and in a team environment. • Excellent numerical and analytical skills. • Well-developed organisational and time management skills. • Willingness to undergo a Police Check. • Must hold a valid Victorian Drivers Licence.
--	---

VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	• We develop Team Members and each other. • We challenge the status quo. • We provide the opportunity for ourselves and others to experience the value of our work. • We recognise and celebrate our accomplishments. • I have input and ownership.
Accountability	
	• We encourage excellence. • We encourage continuous improvement & learning. • We ensure performance management consistency. • We accept mistakes and learn from them. • I am accountable for my own performance. • I am part of a team.
Respect	
	• We encourage open, constructive feedback. • We give credit where credit is due. • We are inclusive. • We take the time to listen to each other. • We affirm our people. • We allocate tasks that are fair and reasonable to achieve.
Integrity	
	• We explain our decisions. • We do what we say we will do. • We call out an issue when it is evident. • Equal contribution is rewarded equally. • I lead by example. • I am committed to do my best. • I am encouraged to stand up for my beliefs.
Equality	
	• We encourage people to be themselves. • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We are inclusive with our agencies and partners.

	• We strive to provide equal opportunity for all – internally and externally. • We call out practices which exclude others.
Diversity	
	• We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We embrace diversity in all our people, their experiences, and points of view. • We value all cultures, backgrounds and genders. • We strive to form a diverse atmosphere for all people to be safe and secure. • By celebrating diversity, we help all people to feel included, safe and secure. • We do not tolerate discrimination. • We recognise and respect differences.