

POSITION DESCRIPTION

Position Title:	Donor Care Administrator
Reports To:	Service Support Manager – Revenue Development
Hours of Work:	20 hours per week
Tenure:	Casual employment contract

Purpose of the Role, Whāinga te āhuatanga

- The Donor Care Administrator will primarily oversee the donor database for the Division. The role will also support fundraising activities through administrative tasks and telephone support for online fundraising.
- This is a Division wide role that sits within the Fundraising team whose functions include fundraising, events, sponsorships, grants and bequests. It is preferred that this role be based at the Divisional Office in Palmerston North. There may occasionally be some away travel required to assist Centres to support the significant events and activities of the fundraising work across the Division

Our Vision, Te Matakite

- To be the leading organisation dedicated to reducing the incidence and impact of cancer and ensuring the best cancer care for everyone in Aotearoa-New Zealand.

Our Mission, To Matou koromakinga

- Our Mission is to be the leading organisation dedicated to reducing the incidence and impact of cancer in our Community through the provision of health promotion, support services, advocacy and research.

Our Principles, Nga matapono

- Equity
- An independent and professional voice
- Co-operation and collaboration
- Evidence – based best practice
- Responsive and relevant

Our Values, Nga Tikanga

- **Integrity** – We live what we teach, we do what we say we are going to, we are trusted by the community and use every dollar wisely.
- **Excellence** – We strive to be the best at everything we do, we focus on delivering outcomes, we constantly look for ways to improve, and we make a difference.
- **Respect** – We care about people, we provide judgement free services to everyone who needs them.

Key Relationships, Ki Whanaungatanga

Primary Relationships:	Other relationships critical to the success of this role:
<ul style="list-style-type: none"> • Centre Liaisons/Coordinators • Chief Executive • Service Support Manager • Other fundraising staff members • Office administrator 	<ul style="list-style-type: none"> • Executive Committee members • External funding agencies • Service groups • Business community • Donors

Key Outcomes and Performance Measures

Key Tasks and Results Areas – Mahi Kawenga
<ul style="list-style-type: none"> • Managing donor care calls, for single and regular donors. • Deal appropriately with incoming and outgoing correspondence and calls for donors. • Work with Division staff to ensure the CRM system is streamlined, accurate and efficient to manage the processing of incoming fundraisers. • Fulfilment of thank you letters to all fundraisers and donors ensuring all processes are followed to meet the best standards of internal and external customer care. • Work with the Central Districts team to manage the administration function of grant accountability and bequests to the Division. • Attend all service meetings (video conferencing or face to face). • Maintain knowledge and be current with policies and practises of the Division. • Support the Service Support Manager with any additional administrative tasks, especially events focused and corporate fundraising.

Qualifications and Experience

Person Specifications:	
Qualifications and Experience, Tautōhito Tohu	Qualifications <ul style="list-style-type: none"> • Telemarketing or donor call experience • Previous administrative experience of at least 2 years. • Knowledge of Database systems • Project support capability for administrative support for activities and events • Proficiency in the use of Microsoft Office • Current full NZ driver's license.
Professional Competencies, Mātanga Mōhiotanga	Essential <ul style="list-style-type: none"> • Punctuality and timeliness with good time management skills • Able to work extra hours if required. • Conflict management and self-management skills • Able to work independently and as a member of a larger team.

	<ul style="list-style-type: none"> • Accuracy and attention to detail in all aspects of your work • Excellent organisational skills <p>Desired/Additional</p> <ul style="list-style-type: none"> • Understanding of Treaty commitments and responsibilities • Te Reo is desirable
<p>Personal Attributes, Huangā e pa ana</p>	<ul style="list-style-type: none"> • Personal values and ethics align with those of the Cancer Society • Awareness of the role within the Centres functions and activities • Good communication skills • Able to work with a diverse range of staff colleagues and professionals • Able to connect with diverse types of individuals and organisations, eg schools, businesses, government, faith etc. • Does not hesitate to offer to help others to meet the objectives of our organisation • Shows consideration for the impact that decisions and actions are likely to have on others • Proactively seeks to develop skills and professional development

Acceptance and Variation

From time to time, other duties, tasks, and work that are not stated in this Position Description may be required to contribute to the growth, operations, or the profile of the Division, Centres and its ability to meet the Mission of the Cancer Society, and will be required for the performance of the position.

Travel / time away to other areas and centres for the purposes of assisting other centre staff, to participate in training and professional development, or to support activities in other centres may be required from time to time as directed by the Manager or Chief Executive.

Position Descriptions are reviewed at least every 2 years and subject to change as the organisation grows and develops.

I have read, understood, and agree to this Position Description

Signed _____

Name _____

Date _____