

## **Administration & Donor Care Coordinator**

UN Women Australia has an exciting opportunity for a motivated database administration and customer service professional to join our small staff team.

- *Make a lasting difference to the lives of women and girls worldwide*
- *Use your skills to deliver exemplary donor and member care services to our growing supporter base*
- *Work with a vibrant and ambitious team*

## **About UN Women**

UN Women is the United Nations entity dedicated to gender equality and the empowerment of women. A global champion for women and girls, UN Women was established in 2010 to accelerate progress on meeting their needs worldwide.

## **About UN Women Australia**

UN Women Australia is a non-profit organisation headquartered in Canberra. UN Women Australia is the fundraising arm of UN Women, and engages individual donors, the community, private sector and government to financially support UN Women's programs and policy work overseas, in more than 100 countries worldwide.

## **Job Description**

Reporting to the Business Manager and working closely with the Database Coordinator, you will assist with the maintenance, reporting and continuous quality improvement of our customer relationship management database, Raiser's Edge, and play a key role in donor and member engagement. This role also provides general administrative support to our team.

The successful applicant will have excellent written and verbal communication skills, a high level of computer and database competency and razor sharp attention to detail. You will be a self-starter, enjoy a varied role and be able to confidently handle competing priorities.

This is a part-time role of approximately 24 hours per week.

## **Key Responsibilities**

### **Database Support**

- Managing the day to day maintenance, imports and exports of data in Raiser's Edge
- Creating and updating donor, member and other stakeholder records
- Communicating with donors via phone and email regarding their gifts, receipting and records
- Managing data from external fundraising websites and ensuring it is reflected in Raiser's Edge
- Running and collating reports from Raiser's Edge
- Providing Raiser's Edge support to the Database Coordinator, other staff and volunteers
- Providing data analysis from Raiser's Edge and other donation sources
- Actively contributing to our donor retention program

## **Office Support**

- Act as first point of contact for donors, providing a seamless and positive experience
- Resolve donor and gift issues with supporters and members
- Process banking and incoming and outgoing mail
- Provide ad-hoc general administrative support to the Business Manager and Executive Director as required

## **Selection Criteria**

### **Essential:**

- Exceptional attention to detail
- Experience in office administration and/or database management, and competence in using a wide variety of web-based platforms
- Professional, upbeat verbal and written communication skills
- Commitment to gender equality and raising funds for the world's women and girls
- Great problem solving abilities and the confidence to work with minimal guidance with a high degree of initiative and self-motivation
- Ability to meet deadlines and handle competing priorities in a fast-paced and changeable environment

### **Desirable:**

- Experience using Raiser's Edge
- Experience in a fundraising and/or member based organisation
- Skills in financial administration/reporting

## **Benefits**

UN Women Australia offers a dynamic and supportive work environment, with benefits including:

- Salary packaging opportunities available as an organisation with PBI status
- Employee Assistance Program
- Flexible working arrangements
- Additional paid leave between 25-31 December
- Ongoing access to professional development opportunities

## **To Apply**

Please submit your cover letter individually addressing each of the selection criteria along with your CV **in a single document labelled only with your name**, to [admin@unwomen.org.au](mailto:admin@unwomen.org.au) by 9am AEST Monday 7 December. Incomplete applications will not be reviewed.

To be eligible for this position you must have a legal right to work in Australia. *No phone calls, please.*