ABOUT THE FRED HOLLOWS FOUNDATION
The Foundation is an international development organisation working to prevent blindness and restore sight. This year marks The Foundation's 30th anniversary of carrying on the legacy of Professor Fred Hollows, who believed every person had the right to quality eye care, no matter where they live. The Foundation has grown to work in more than 25 countries throughout Africa, South Asia, Southeast Asia, the Middle East and the Pacific, as well as Australia. The Foundation has restored sight to more than 2.5 million people worldwide. We have an ambitious five-year strategic plan that aims to take us even closer to realising our vision of a world in which no person is needlessly blind or vision impaired and Indigenous Australians exercise their right to sight and good health.

ABOUT YOU
To be successful in this role you will have a background in customer service or public facing roles. When it comes to working with data you will have an acute eye for detail and a commitment to accuracy. You will possess solid problem-solving capabilities and strong time management skills with ability to meet deadlines and handle multiple tasks in quick succession. In addition to this you will be a considerate team player with excellent communications skills (both written and verbal).

THE OPPORTUNITY
The Database and Supporter Services Coordinator is part of the Donations and Database Team who are responsible for the management of the Supporter database, processing donations, delivering best practice customer care to The Fred Hollows Foundation Supporters and Stakeholders and supporting the Marketing and Fundraising Team by providing data and insights.

KEY RESPONSIBILITIES
The Database and Supporter Services Coordinator has shared responsibility for:
- Donations sorting, coding, importing, processing donations by all methods, banking and receipting
- Providing supporter care including telephone donations and enquiries, sorting/ filing emails for single and regular giving and responding to supporter correspondence
- Raiser’s Edge (RE) Database maintenance
- Assisting in the reconciliation of donation income in FHF bank accounts
- Importing of data from 3rd party suppliers into The Raisers Edge database
- Batch filing and archiving
- Streamlining and improving processes
- Constructive contribution and collaboration with all colleagues
- Maintaining RE procedures in the RE Procedure Manual
- Troubleshoot day to day issues on RE, website, payment gateways
- Assist with training of volunteers, trainee, and temp staff
- Recording strategic feedback from our supporters
• Flexibility to work in the office and from home as required

WHAT YOU’LL NEED TO SUCCEED
• Customer care / public-facing roles
• Database maintenance
• MS Office – Proficiency in Excel, Outlook and Word

How we recognise your contribution
Through our internal programs and employee benefits we aim to create an environment where you will feel supported and empowered. Whether your focus is on continuous learning, professional development or finding an environment which enables you to thrive while balancing family or personal commitments, we have a range of programs in place to support you. Including:

• Generous salary packaging - we provide access to not-for-profit salary packaging options, which will increase your take home pay, we also offer 17.5% annual leave loading
• Flexible work environment – we focus on output, not hours and enable you to prioritise your health and wellbeing
• Generous leave allowances – we offer Paid parental leave; 5 days bonus leave every year; an annual Foundation-wide “Me Day”; and time off for culturally significant/ceremonial leave
• Ongoing commitment to your continuous learning and career development – through tailored leadership and professional development programs, access to Linkedin Learning and focused development conversations.

To find out more about our benefits click here

APPLICATIONS
Applications should be made via our Website, and should include your resume and cover letter. Should you have any questions regarding the opportunity please reach out to our Talent Acquisition Specialist, at employment@hollows.org for a confidential conversation. Kindly note that CVs will not be considered through this email address.

Applications Close: Sunday 14th August 2022

Aboriginal and Torres Strait Islander people are encouraged to apply for this position.

The Fred Hollows Foundation is committed to protecting the rights of children and community partners in all areas where we work. Applicants are advised that The Foundation reserves the right to conduct police checks and other screening procedures to ensure we maintain and promote a child safe environment. The Foundation is also committed to protecting the health of our beneficiaries, donors and partners and require incumbents of this role to be fully vaccinated against COVID-19 (except where medical conditions may make vaccination harmful to their health).

Please note: We will not be accepting CVs via agencies for this role.