Individual Giving Officer

Job description

- Take the lead in revitalising and bringing innovation to our Individual Giving program
- A national organisation working to end food waste and end hunger for all Australians
- A rare opportunity to join an organisation that has significant brand recognition, with plans to grow
- 0.6 FTE with flexible working arrangements available

THE ORGANISATION

There has never been a more exciting time to join SecondBite’s Fundraising and Communications team.

SecondBite is one of Australia’s largest food rescue organisations. We work with food growers, manufacturers and retailers to rescue surplus and unsold edible food that would otherwise end up in landfill and distribute it to local charities and non-profits around Australia.

With inspirational new leadership in place, you will be genuinely empowered to make a difference through challenging and meaningful work.

THE FUNDRAISING TEAM

Working closely with the newly appointed Director of Fundraising and Communications, SecondBite’s vision for the next 3-5 years is for significant growth. Your focus will be to enrich and expand upon our already diverse portfolio of donors by engaging them in the work of SecondBite and the outcomes for those we support.

THE ROLE

The Individual Giving Officer (Regular Giving) is responsible for donor acquisition and retention across the individual giving program. The core areas of work are appeals and individual giving programs and campaigns.

With a relatively new team and fresh outlook in place, the coming year will enable innovation and redesign of the program, so this role will suit someone not afraid to think outside the box and do things differently.

KEY RESPONSIBILITIES

- Acquire, retain and steward donors for SecondBite; in particular, overseeing, implementing, and providing recommendations for the progressive improvement in the organisation’s appeals, acquisition and retention program
- Work with the SecondBite CRM (to be implemented) and associated reporting platforms to effectively target, monitor and report on projects and programs to improve their ongoing performance
- Project manage agreed objectives to deadline and budget across a range of channels
- Enhance the supporter retention and journey mapping process
SKILLS AND ATTRIBUTES

- Minimum of three years’ experience demonstrated a similar or complementary fundraising role
- Demonstrated experience of understanding and implementing a fundraising acquisition and retention strategy
- Extensive experience in customer service/relationship management
- Sales or fundraising experience with evidence of targets met
- Experience in working with a CRM to input high quality data and generate reports (Salesforce is an advantage)
- Ability to manage multiple projects, perform under pressure and adhere to strict deadlines
- Knowledge of analytics, data and databases for supporter acquisition, engagement and retention purposes
- Clear and concise communicator
- Excellent relationship management skills
- Excellent time management
- Attention to detail
- Strong record-keeping skills

APPLICATION PROCESS

Applications close midnight, **Sunday 28 August.** Please direct all general enquiries to Emma Watts, Director of Fundraising and Communications: [emma.watts@secondbite.org](mailto:emma.watts@secondbite.org) using the subject line: **Individual Giving Officer.**