

## Fundraising Specialist (Regular Giving)

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Please email [hr@childfund.org.au](mailto:hr@childfund.org.au) if you have any questions about this opportunity.

### About us

ChildFund Australia is an independent international development organisation working to reduce poverty for children in developing communities. Our mission is to partner to create communities and systems change, which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

We're also a member of the ChildFund Alliance – one of the world's oldest and most experienced child-focused development agency networks. With a global network of 12 organisations, the ChildFund Alliance assists almost 23 million children and families in 70 countries around the world.

ChildFund Australia directly implements and manages development programs in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste and Vietnam, while also supporting projects delivered by partner organisations throughout Asia, Africa and the Americas; our work is funded

through, among other sources, generous public donations and government grants.

Join us in realising our vision of a world without poverty where all children and young people can say: "I am safe. I am educated. I contribute. I have a future."

## About the role

Regular giving is the cornerstone of all of ChildFund Australia's fundraising, and its growth and maintenance is essential to fund our extensive portfolio of overseas development work. In this vital role within the Fundraising Team, you will support the Regular Giving Manager and the rest of the Regular Giving team by growing the organisation's income via face-to-face and telemarketing programs, and be a key point of contact for internal stakeholders.

You will also be responsible for acquisition activities including, but not limited to upgrades, conversions, and reactivations.

**This is a permanent full-time role based in our office in Surry Hills, Sydney.**

We're also supportive of flexible working arrangements, including allowing our employees to work-from-home some of those days if the responsibilities of the role permit it

We're always looking for talented and ambitious people to join ChildFund Australia, so we strongly encourage all applications, even if you do not feel you meet every requirement right now!

## Key Duties

- Build and maintain effective working relationships to ensure program needs are met and Key Performance Indicators are achieved
- Provide content for telemarketing scripts and deliver training to ensure agencies are adequately resourced, trained, and inspired

- Conduct quality checks, including mystery shopping and call listening, to ensure agencies are maintaining a high standard of work
- Lead and develop supply chain audits to ensure best possible fundraising practice in line with government and regulatory bodies such as the PFRA, FIA, and Fair Work Ombudsman
- Maintain a robust complaints procedure to ensure the organisations brand and identity is well represented
- Ensure invoicing is accurate, in accordance with program activity, and tracking against targets and budgets.
- Analyse data to ensure data integrity, accurate reporting, and to identify opportunities to improve overall performance of programs
- Attend events and user groups to keep abreast of industry trends and to develop and diversify channels beyond existing programs
- Manage and develop acquisition, conversion, upgrade, and reactivation programs across telemarketing and face-to-face fundraising.
- Champion best practice in supporter experience, supporter care and data hygiene throughout the organisation

## Qualifications and Experience

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## Skills

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## Working at ChildFund Australia

- Some of the benefits of working with ChildFund Australia include:
- An attractive remuneration package continuously benchmarked against local employment conditions to ensure we offer competitive employment conditions appropriate to our sector
- Organisational support for flexibility in the ways you work, which allows our people to to maintain a healthy work-life balance.
- A hybrid working model (we currently allow employees to work from home 50% of the time).

- Not-for-profit salary packaging benefits; this allows our employees to reduce their tax liability on a portion of their income.
- Mental health resources and support through our EAP, *Uprise*, a service that gives our employees access to professional psychological support for personal, family, mental health, and employment-related matters for you and your family; this includes free external, professional and confidential counselling assistance.
- Learning & Development support, including through on-the-job & external training, coaching, workshops, and our online learning platform, the ChildFund Academy.

**Department:** Fundraising, Regular Giving

**Location:** ChildFund Australia, Level 8, 162 Goulburn Street, Surry Hills, Sydney NSW 2010.

**Employment:** Full-Time

**Reports to:** Regular Giving Manager

**Other Information:** Must have working rights in Australia.

**Apply At:**

<https://teamchildfund.bamboohr.com/careers/471?source=aWQ9Mjg%3D>

To view the full position description and the benefits we offer, please visit  
[www.childfund.org.au/work-with-us](http://www.childfund.org.au/work-with-us)

For more information about the position, please contact  
[hr@childfund.org.au](mailto:hr@childfund.org.au)

*ChildFund Australia believes in a global community where children are safe and can reach their full potential. We take extensive steps to safeguard children in any work done by our people, i.e., our staff, volunteers and interns, supporters, partners, board members, ambassadors and suppliers. We strive to keep children safe through child safe practices, and rigorously ensure we prevent, oppose, and combat all exploitation and abuse of children and vulnerable people. As part of this commitment, all people working with us will undergo relevant background checks before joining ChildFund Australia.*

*Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.*

*In line with our values, diversity of people and ideas is critical to our work and our success at ChildFund Australia. We strive for a team culture that is welcoming, inclusive, and supportive. Childfund is an Equal Employment Opportunity (EEO) employer and strongly encourages people from all backgrounds, abilities, and identities to apply for any vacancies*