

Reports to	Head of Fundraising and Operations
Key relationships	<ul style="list-style-type: none"> • Donors • Chief Executive Officer (internal) • Head of Fundraising and Operations (internal) • Foundation's accountant and auditors (external) • Salesforce Consultant/s (external)
Working requirements	Hybrid - in-office and remote
Role type	Permanent part-time
Working hours	24 hours per week
Office location	Sydney Eye Hospital Foundation, Sydney and Sydney Eye Hospital, 8 Macquarie Street, Sydney

About Sydney Eye Hospital Foundation

In 1981, three Sydney ophthalmologists Professor Francis (Frank) Alfred Billson AO, Dr Frank Lane Ritchie CBE, and Dr John Wallis (Jack) Hornbrook had a vision to improve eye health services in the city they called home.

This vision gave rise to the creation of the Sydney Eye Hospital Foundation and collaboration among doctors, nurses, volunteers, patients, and philanthropists. By working together with our community, the Foundation continues to thrive and expand, driving excellence in eye care.

Our purpose	We're dedicated to improving eye health for all, now and in the future. We do this by working with the community to fund programs that provide equal access to care at Sydney Eye Hospital while also investing in scientific research, specialised equipment, and the ongoing training of ophthalmology specialists
Our values	The Foundation's culture is friendly, collaborative, stakeholder centric, and focussed on making the best decisions to support win-win outcomes for Sydney Eye Hospital's patients, eyecare teams, and supporters of the Foundation. We value: Patient centred care + Collaboration + Excellence + Transparency

About the role

PRIMARY PURPOSE

This position plays an important role in contributing to the smooth running of the Foundation by directly assisting the Head of Fundraising and Operations. You will be responsible for a variety of database administrative tasks including processing donations, general administrative duties and in supporting fundraising and engagement activations with Sydney Eye Hospital staff, donors and community.

Fundraising Coordinator

KEY ACCOUNTABILITIES

Donor services

- Respond to donation inquiries and process donations received by telephone, digital channels, written correspondence, and in-person in a professional and timely manner.
- Ensure timely and accurate input of supporter information and donations into donor database, Salesforce, maintaining data hygiene.
- Process information across all donation and engagement programs; reconciling support in database.
- Oversight in consultation, with Fundraising and Operations Manager, of data input, entering details and appropriate codes, updating of data records, and receipting donations.
- Coordinate batching, and donation processing and reporting to enable monthly financial reporting with SEHF accountant.
- Adhere to standard operating procedures, ensure compliance with data protection and privacy requirements, and contribute to developing policies and processes.
- Maintain in-depth knowledge of supporter database functions, processes, and procedures; investigate challenges and system issues, recommend solutions, and implement changes as appropriate.

Fundraising

- Assist with campaign reporting and analysis based on donor trends and insights.
- Assist with pipeline and stewardship reminders and donor journeys in consultation with Fundraising and Operations Manager
- Extract donor data and supporter lists to enable acquisition, and retention initiatives.
- Assist with event coordination across fundraising and hospital and community engagement activations.

General office administration

- Respond professionally to incoming inquiries, phone calls, emails, and face to face inquiries.
- Manage invoicing and processes relating to accounts payable/receivable to ensure timely payment, and creditors are paid in accordance with agreed terms.
- Coordinate outbound grant payments and reconciliation and reporting in consultation with CEO.
- Be responsible for banking, petty cash reconciliations.
- Be responsible for stationery and other office supplies and coordinate any office maintenance and repairs.
- Be responsible for collecting and receiving couriers and mail.
- Assist with ensuring compliance with all Equal Employment Opportunity and Workplace Health & Safety requirements and in keeping the workplace safe and hazard free.

Fundraising Coordinator

About you

SELECTION CRITERIA

Essential skills/knowledge

- Relevant qualifications and or minimum 5 years' experience in fundraising, marketing, communications, or related field
- Demonstrated CRM experience, Salesforce an advantage, but not essential.
- Exceptional data processing skills and attention to detail, including experience in generating reports.
- Demonstrated ability to problem solve to improve data management and donor stewardship.
- Ability to work independently and willingness to work in a small, passionate team.
- Intermediate MS Office and web platform skills.
- Eligibility to work in Australia on a permanent basis.

Desirable skills/knowledge

- Demonstrated experience improving data integrity and hygiene.
- Experience working with CMS platforms (e.g., Funraisin).
- Event coordination experience

HOW TO APPLY

To apply, candidates should address the selection criteria in their application letter providing examples of experience, demonstrated skills and qualifications. Please email the application letter and CV, including two referees to:

Linda Fagan
Chief Executive Officer
Sydney Eye Hospital Foundation
Email: inof@sehf.org.au
Inquiries: +61 2 9382 7414