

Supporter Care Manager – Flexible location, Australia Wide

At Amnesty International Australia we are looking for an experienced Supporter Care Manager to join us based from any of our Action centres nationally.

This role is responsible for:

- Developing, implementing and evaluating Amnesty's Supporter Care strategy (inbound and outbound contact with supporters and those seeking our support) across all channels: online, telephone and in person, ensuring the Supporter Care team delivers customer service that exceeds supporter expectations and addresses the concerns of those in need of support.
- Providing supporter insights to inform supporter engagement, fundraising and activism strategies.
- Ensuring the team provide efficient, high-quality services to action groups and networks and manages and processes data, implementing elements of supporter-led social media.

You will have experience in:

- Development, implementation and regular evaluation of Supporter Care Strategies
- Defining the measurement of supporter engagement metrics and results as well as appropriate KPIs
- Staff Management, including providing direction, feedback, mentoring and supporting the development of the team and individuals
- Developing cross-organisational relationships, sound communication and effective stakeholder management skills
- Managing projects towards achievement of agreed outcomes, including stakeholder consultation

You will benefit from generous work/life initiatives including flexible working from home arrangements, a supportive environment working alongside committed and dedicated individuals and an opportunity to create a meaningful human rights impact. To view more of the fantastic benefits that you will be offered as an employee, please visit our website.

The salary for this position is \$110,893 plus super with not for profit salary packaging.

Applications close 11:59pm 5 July 2024 (AEDT). If this role sounds like you, please apply below. You must answer the following selection criteria in your Cover Letter and attach your CV to humanresources@amnesty.org.au

People from cultural and linguistic diverse backgrounds and First Nation Australians are strongly encouraged to apply.

Selection Criteria:

1. Please provide an example of a successful fundraising strategy that focused on, and achieved, supporter retention.
2. Describe a time when you were required to motivate your team to achieve their KPIs. What approach did you take to increase performance.
3. Please explain what metrics you have used in the past to evaluate engagement results.
4. Please list what you think the top three human rights issues in Australia and around the World are.

Diversity, Equality and Inclusion

AI Australia is committed to equal opportunities in all areas of our work, community, and partner relationships. We want people to achieve their full potential, which will positively impact on our work and the communities in which we operate. At AI Australia, our values empower people to be themselves within an inclusive and supportive environment. We have a global, multicultural following and want to actively contribute to building a more diverse and inclusive team at AI Australia.

AIA is committed to making reasonable adjustments for candidates with a disability or other access needs during the recruitment and selection process. If you require reasonable adjustments to be made during the recruitment and interview process, please email us at humanresources@amnesty.org.au.

About Us:

Amnesty International Australia is one of Australia's largest not for profit organisations. We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, standing together for justice, freedom, human dignity and equality. We use our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

Every day we move closer to a world where human rights are enjoyed by all.