



JOB TITLE:	Donor Support and Engagement Administrator
LOCATION:	Wellington
CONTRACT TYPE:	Full time, permanent
REPORTS TO:	Individual Giving Manager
DIRECT REPORTS:	

Save the Children:

Here in Aotearoa New Zealand and around the world, we create irreversible positive change for and with children. Our vision is a world in which every child attains the right to survival, protection, development, and participation. We want to inspire breakthroughs in the way the world treats children and achieve lasting change in their lives.

Save the Children New Zealand (SCNZ) is a long-standing member of the leading international development and humanitarian organisation Save the Children Association, which supports child focused operations in more than 120 countries around the world worth more than US\$2 billion annually.

We work with our supporters and partners to advocate, campaign and programme for change to improve children's wellbeing, realise children's rights and ensure children's voices are being heard.

The SCNZ Office is based in central Wellington, two thirds of our staff are based here with the remaining third working remotely across New Zealand. We aspire to be a collaborative and inclusive team always seeking ways to deliver on our ambitious goals for children. We value creativity and innovation and support each other to find solutions to challenges. Both the staff and our Board share a passion for the vision, mission and values of Save the Children.

Purpose and Scope of the Role:

The Donor Support and Engagement Administrator is a crucial role that provides donor care services to our supporters, undertakes day-to-day data entry tasks and assists the Database Manager with the regular processing and receipting of donations.

Purpose of the Business Unit:

The Philanthropy and Engagement team aims to maximise fundraising income for Save the Children through a diverse range of channels. These include corporate partnerships, events, high-net-worth individuals (HNWIs), regular giving, direct mail campaigns, bequests, and trust and foundation fundraising initiatives.

Key Responsibilities:

Maintain the fundraising database (Raiser's Edge) in order to support the delivery of Save the Children's strategic and operational fundraising goals.

- Alongside the Database Manager, undertake continuous assessment of processing systems to ensure efficiency, taking a continuous improvement approach to developing and improving systems and processes.
- Ensure the accuracy and integrity of the supporter database is maintained at all times.

- Undergo frequent audits on all data entry and donor communications and provide insight and support when required.

Ensure that all data is entered accurately, oversee regular giving donation payment runs processing and the import and export of data for all fundraising campaigns

- Process gifts (including regular credit card and direct debit runs and managing rejections) and issue timely and accurate receipts.
- Perform regular imports and exports of data in a timely and effective manner, including batch imports of donation information, direct mail donations (credit cards, and cash).
- Ensure three payment runs per month across credit cards and direct debits, and all retry attempts (10 per payment run) are processed on time, without errors, according to the documented procedure.
- Input and import gift and supporter data from a range of sources including direct mail, bank statements, online donations, suppliers and third-party fundraising platforms.
- All financial coding (bank statements, account coding etc) is accurately recorded in the fundraising database and reported to the appropriate people daily.
- Ensure that all compliance requirements are met when processing donations and personal data and sending such data externally.

Mail list Management of all fundraising mailings (direct mail, newsletters, Christmas cards etc) are received by donors in adherence to the donor communications calendar.

- Work with the fundraising team to understand what is required in data lists for each mailing.
- Pull data and provide accurate data lists to mail house within required time frames.
- Undertake continuous assessment and development of systems to ensure efficiency.

Be the first point of contact for all donors, receiving queries through phone, mail and email and liaising with fundraising team to ensure the appropriate person responds.

- Ensure supporters are appropriately welcomed, on-boarded and thanked including mailing welcome packs, letters, emails and donation receipts.
- Be a proactive member of the fundraising team, participating in team discussions, goal setting, and planning meetings.
- Establish positive working relationships with staff, partners, suppliers and donors of Save the Children's services.

Delegated Authorities:

- As per Delegation policy and summary.

Person Specification:

Work Experience

- Intermediate to advanced Excel skills, especially regarding writing formulas.
- High level of accuracy in data entry and attention to detail, especially in spotting and fixing data inaccuracies.
- the ability to interpret data and selections into a narrative and think beyond the numbers.
- Ability to communicate effectively with teammates and external stakeholders, with a strong command of both spoken and written English.

- Excellent time and task management with the ability to prioritise multiple tasks and manage deadlines effectively.
- An energetic self-starter who thrives on taking the initiative with enthusiasm.
- A qualification in and / or relevant and adequate practical experience in an area such as marketing, databases and fundraising is highly desirable.
- Financial management and reporting experience.
- Working knowledge of principles of donor privacy and confidentiality.
- Commitment to the vision, mission, values, principles, and aims of Save the Children.

Skills and Attributes

- Strategic thinker with the ability to understand motivations for third-party fundraising event participants.
- Ensure Save the Children's community event, trust and foundations, and mid-level donor programmes are relevant and meet intended audience needs.
- Intuitive understanding of how Save the Children's fundraising priorities align with funders' motivations and can communicate this with considerate empathy.
- Proven people and relationship management skills.
- Ability to build relationships and work effectively across teams.
- Excellent communication skills.
- Strong organisational skills, with the ability to work to deadlines and targets.
- Flexibility, adaptability, and willingness to support fundraising colleagues if needed.