

## POSITION DESCRIPTION

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|---------------------------|-----------------------------------|
| <b>Position title:</b>    | <b>Supporter Care Coordinator</b> |
| <b>Team:</b>              | Engagement                        |
| <b>Location:</b>          | Sydney                            |
| <b>Reports to:</b>        | Fundraising Manager               |
| <b>Direct reports:</b>    | 0                                 |
| <b>Employment status:</b> | 1 FTE                             |

### Safeguarding Risk Assessment

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| <b>Children:</b>                  | Med |
| <b>Vulnerable Adults (PSEAH):</b> | Med |

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## Engagement Team

The Engagement Team exists to play a critical role in sustaining Act for Peace's mission by raising the funds needed to resource our mission to create a movement for peace. Core to this, is growing and deepening the relationships that sustain Act for Peace's mission - connecting people and communities of faith in Australia with people impacted by conflict around the world.

Our work spans philanthropy, fundraising campaigns, church engagement, supporter journeys and communications. We bring together authentic storytelling, supporter insight, and a commitment to values-aligned connection to inspire generosity and long-term support.

## Purpose of the Position

The Supporter Care role delivers a warm, respectful and values-aligned experience for Act for Peace's supporters, helping them feel connected to our shared purpose and cared for in every interaction.

As the first point of contact for many supporters, this role responds to enquiries, manages day-to-day supporter updates, maintains accurate and timely records and coordinates with external suppliers. It also plays a key role in declines management, regular giving retention activities, and the smooth delivery of individual giving campaigns.

This role sits at the intersection of supporter experience, fundraising, and operations. It plays a critical role in protecting income through accurate processing, effective declines management, and high-quality supporter interactions, while providing frontline insight to inform fundraising and supporter engagement activity.

Through their care and attentiveness, this role helps sustain the movement behind Act for Peace's mission: to respond to the crisis of people displaced by conflict, climate and disaster by connecting communities of faith across borders to work together in common purpose, amplifying their voices in decisions that affect them.

## Key Accountabilities Set

| Key Accountabilities                           | Performance Expectations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>Supporter Operations and Data Integrity</b> | <p>Maintain accurate and up to date supporter records in the CRM in line with privacy and compliance requirements.</p> <p>Coordinate day-to-day operational relationships with external suppliers, ensuring supporter interactions and data handling meet agreed standards.</p> <p>Support donation-related processes in collaboration with the Data &amp; Systems Manager, including assisting with donation queries, campaign fulfilment, and receipting.</p> <p>Accurately record supporter interactions, declines activity and outcomes in the CRM to support retention strategies, reporting and journey planning.</p> <p>Contribute to the continuous improvement of supporter operations by identifying opportunities to strengthen systems, workflows and documentation.</p> | 50% |
| <b>Deliver Outstanding Supporter Care</b>      | <p>Act as the first point of contact for Act for Peace's supporters and potential supporters, taking every opportunity to bring them closer to the work, and the people they are supporting.</p> <p>Ensure every communication is relationship focused and provides a positive interaction for the supporter.</p> <p>Handle inbound supporter communication channels via mail, email, social media and other platforms, always with the supporter at the core of every interaction.</p> <p>Conduct limited outbound telephone calls (e.g. upgrades, reactivations, thank-you calls) during key campaign moments, as capacity allows.</p> <p>Identify opportunities to upgrade, save or improve experiences for our supporters.</p>                                                   | 45% |

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|                               | <p>Handle and track complaints and constructive feedback, flag issues and provide learnings to improve future campaigns.</p> <p>Represent the voice of the supporter in team meetings and planning sessions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |
| <b>Other Responsibilities</b> | <ul style="list-style-type: none"> <li>• <b>Compliance.</b> Comply with organisational values, policies, codes of conduct, privacy legislation, PCI and other relevant legislation.</li> <li>• <b>Collaboration.</b> Work across the organisation to integrate and align supporter care activities. Assist with the implementation of the team strategy to increase the retention, conversion and lifetime value of supporters through best-practice supporter care, industry benchmarking and mystery shopping.</li> <li>• <b>Represent the organisation</b> internally and externally.</li> <li>• <b>Other job-related duties.</b> From time to time this role may be required to perform other job-related duties as assigned.</li> </ul> | 5% |

## Skills, Qualifications and Experience – Selection Criteria

### ***Essential***

- **Customer Care.** Aptitude for delivering exceptional customer care within a not-for-profit or commercial environment.
- **Communications.** Excellent oral and written communication skills. Intuitive and quick thinking, respond naturally and with excellent judgement. Emotionally intelligent and able to relate well with a range of people.
- **CRM and digital systems.** Confidence using CRM systems (Salesforce preferred) and office software.
- **Proactivity.** Ability to identify gaps and implement strategies for improvement.
- **Task management.** Naturally organised. Able to manage overlapping deadlines and tasks and coordinate others in a fast-paced environment.
- **Attention to detail:** Strong attention to detail and commitment to accuracy and compliance.
- **Faith alignment:** A strong personal alignment with Act for Peace's Christian identity and ecumenical values.

### ***Desirable***

- Experience in a fundraising or nonprofit environment.
- Familiarity with regular giving, donation fulfilment or supporter journeys.

## Key Stakeholders and Relationships

- **External** – Supporters, suppliers, industry colleagues.
- **Internal** – Works closely with the Data & Systems function to ensure data accuracy, compliance, and alignment with organisational processes. Collaborate with other colleagues, such as the Chief Engagement Officer, Fundraising Manager, Philanthropy Manager, Content Manger, Analytics and Insights Manager, Solidarity, Mobilisation and Operations Teams as required.

## Other Requirements

- Eligibility to work in Australia
- Commitment to the values of Act for Peace
- Commitment to abide by the principles, policies, and codes of conduct of Act for Peace
- Establish positive, collaborative relationships with the Act for Peace teams
- Capacity to undertake intermittent travel and work outside standard business hours (reasonably)
- Abide by industry norms – as set out in the Act for Peace accountability framework
- For our full Policies set please see: <http://www.actforpeace.org.au/our-policies>
- Commitment to Act for Peace requirements, including attendance at staff meetings; completion of all administration, finance and operational reporting requirements as per policy and/or line managers directive, adherence to program, HR and finance policies and procedures
- Respect for a multicultural and multi-talented workforce.

## Safeguarding Requirements and Responsibilities

Act for Peace takes the prevention of fraud and of sexual misconduct and harassment, and child protection seriously. As part of our Safeguarding Policies (Child Safeguarding and Prevention of Sexual Exploitation Abuse and Harassment);

- Employment is conditional upon the outcome of an Australian Federal Police Background check, as well as an equivalent police background check for any country in which the applicant has lived for more than 12 months during the last five years and for each country of citizenship.
- A working with children check may be required.
- Strict adherence to our Code of Conduct, Child Safeguarding Policy, Child Safeguarding Code of Conduct, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy and the Privacy Policy is mandatory.

## Work, Health, and Safety Responsibilities

Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care that your actions or omissions do not impact on the health and safety of colleagues in the workplace.

**Act for Peace is an equal opportunities employer. Individuals with lived experience of displacement are encouraged to apply.**