

Account Coordinator

Reports to: Account Coordinator Team Leader

Direct reports: Nil

The Organisation

Sydney Children's Hospitals Foundation (SCHF) is a leading children's charity, working to inspire the community to support sick kids to live their healthiest lives. All employees and volunteers of the Foundation are expected to fully support the SCHF purpose, guiding principles and values in their work and interactions with all internal and external stakeholders.

Our Vision: **Healthy Kids...Whatever it takes**

Our Purpose: *Connecting the world's best paediatric research and practice with donors who are inspired by the ability to create change*

Our Guiding Principles

Every relationship matters – each is built on kindness, integrity and respect. Working in partnership we connect funds with the greatest need for the maximum impact. We ensure our donors learn of the impact of their gifts on sick kids and their families. We are inspired by children and families and together, with our community, we aim to cure and we always care.

Our Values: **We are Courageous, Collaborative, Supportive and Accountable**

The Position

The Account Coordinator is responsible for providing exceptional support services to donors and prospective donors of the Sydney Children's Hospital Foundation (SCHF).

An integral part of the Supporter Services team, this role works closely with Relationship Managers across the Fundraising Marketing and Communications and New Business teams to ensure donors have a positive and welcoming experience of giving to the Sydney Children's Hospital Network (SCHN) and donor engagements are maximised.

The Account Coordinator is also responsible for servicing new and existing donors with a low to medium capacity to give.



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Specific Responsibilities:

ACCOUNT CO-ORDINATION

- Undertake all activities in line with department and Foundation policies, procedures and guidelines.
- Develop and maintain effective partnerships with Relationship Manager(s) based on mutual respect and trust.
- Provide administrative support in support of donor care to the assigned Relationship Manager(s).
- Timely completion of request for funds documentation, in consultation with the relevant relationship manager, ensuring opportunities for donor engagement are maximised and donor interests are met.
- Identify, record and manage donor follow up actions to ensure KPIs are achieved and donor relationships are enhanced.
- Action donor correspondence and requests for information in an effective, timely, respectful and sensitive manner.
- Proactively manage donor interactions to achieve resolution and escalating to the relevant Relationship Manager(s) where appropriate.
- Communicate confidently, respectfully and sensitively with internal and external stakeholders at all levels, including donors and perspective donors.
- Maintain knowledge and skills in use of the Customer Relationship database.
- Assist with fundraising events and campaigns as required, this may include attending or preparing for events after normal working hours.

MANAGE NEW DONORS

- Respond to enquiries from new donors ensuring they are given the opportunity to maximise their relationship with the Foundation, and receive feedback and acknowledgement appropriate to their needs and interests.
- Engage Relationship Manager(s) in partnership to ensure donor needs and expectations are met.
- Promote opportunities to new donors to support the Sydney Children's Hospital Network (SCHN) more broadly.
- Engage with donors to build background knowledge and ensure donor needs and philanthropic objectives are met.

BUSINESS PLANNING AND ADMINISTRATION

- Apply high level interpersonal and strong administration skills, including attention to detail, and managing competing priorities, to manage multiple fundraising relationships on behalf of the fundraising team.
- Complete actions marked for follow up in the Customer Relationship database in an effective, timely, respectful and sensitive manner.
- Use initiative and sensitivity to solve problems/issues, identifying when to escalate.



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- Ensure computerised records are updated in line with Foundation requirements.
- Ensure all activities undertaken are approved and Fundraising policy requirements and brand guidelines.

Key Relationships

Internal: Fundraising and Communications and Marketing and New Business team members

External: Donors and prospective donors

Selection Criteria

1. Relevant experience in a customer focused administration role, with evidence of well-established customer services skills and ability to meet deadlines, quality standards and objectives.
2. Ability to interact with internal and external customers in a professional, sensitive and pleasant manner, both face to face and over the phone.
3. Advanced oral and written communication skills.
4. Demonstrated high level interpersonal skills including the ability to make decisions, manage complaints, negotiate, be persuasive, develop trust, and manage a variety of external stakeholders from varying backgrounds.
5. Advanced time management, organisational and administration skills, including high attention to detail and the ability to set priorities in an environment where multiple competing priorities are present.
6. Highly developed computer skills in use of Customer Relationship databases and Microsoft Office suite (particularly in Word & Excel).
7. Demonstrated ability to work effectively as part of a team and to collaborate across teams to achieve enhanced outcomes, including a demonstrated ability to adapt to changing circumstances, work processes and working hours.
8. Demonstrated high standards of integrity, ethics, judgement and confidentiality.



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