

We're recruiting a Monthly Donor Program Supervisor

Reports to: Monthly Donor Program Manager, Elle McDonald

Location: Melbourne

Employment: Part time, 20 hours a week, 4 days a week

Salary details: \$48,298 pro rata

Start date: As soon as possible

Key relationships: Monthly Donor calling team, Donors, AYCC staff team

About the Role

The purpose of this role is to support the growth and development of the Monthly Donor Program. We are seeking a Supervisor who can support our team while delivering solid personal fundraising results.

Providing team support through training, mentoring and coaching, this role is a perfect platform to utilise your skills and experience in people management, donor comms, and database management, while delivering sustainable revenue for AYCC campaigns and programs on the issue of climate change.

About the AYCC and Seed:

The AYCC is a non-profit, non-partisan organisation building a movement of young people to protect our future from climate change. We are Australia's largest youth-led organisation and one of the most effective organisations dedicated to tackling climate change, with 1400 volunteers nationally and more than 200,000 supporters. We have four major areas within AYCC:

- **Campaigns to stop the climate crisis** - we run campaigns to make sure Australia moves from fossil fuels to renewable energy as quickly as possible. Recent campaigns include:
 - Convincing big companies like the NAB and Lend Lease to withdraw from investing/building mega coal projects in the Galilee Basin near the Great Barrier Reef coast.
 - Campaigning for higher renewable energy targets from the Government and Opposition.
- **Seed Indigenous Youth Climate Network** - led by Aboriginal and Torres Strait Islander youth, this growing network is giving Indigenous young people the opportunity to have a voice on this defining issue. Check out more at www.seedmob.org.au
- **Switched on Schools** - each year we educate, inspire and empower tens of thousands of high school students to create change on climate change. We do this through presentations, two day summits and then mentor students to lead their own campaigns on switchedonschools.org.au
- **Climate Leaders Training program** - we give young people the information, skills, inspiration and support they need to lead climate campaigns in their community. This year 600 young people will go through 2 day trainings with AYCC, and 70 youth will participate in a leadership stream.

Core Competencies

A minimum of 6 months fundraising experience within a non-profit or environment space (paid or volunteer) or 1 year paid experience with a fundraising provider - with mandatory experience in:

1. People management or volunteer coordination experience
2. Strong personal fundraising skills and knowledge of how to communicate with donors
3. Comfort working within a targets driven environment and a goal oriented role

Key Responsibilities

Supervision of Regular Giving call-outs team

- Supporting staff while personally fundraising through 4 call shifts a week alongside team;

- Monitoring performance and strategising weekly action plan alongside the Program Manager to improve fundraising behaviours, and team culture.

Training, coaching and mentoring

- Develop individuals skill and confidence through initial training, ongoing mentoring, and coaching sessions;
- Ensure team stay up to date with current campaigns and provide donors with accurate information.

Communication activities

- Deliver donor communications product with goal of improving retention, and aligning donors with AYCC values: This could involve scripting appeals, thank you emails, and drafting quarterly donor newsletters;
- Overseeing team of volunteers to aid in the delivering of donor communications products.

Database and quality control

- Oversight of Nation Builder database: including segmenting data and data hygiene;
- Fielding donor inquiries and relaying to appropriate department to resolve issues promptly.

Supporting other fundraising activities across organisation

- Collaborate in the development of AYCC's emerging mid level donor program set to launch in 2017;
- Drive campaign objectives through secondary asks: including volunteer engagement and event recruitment;
- Support peak fundraising activities, for example: peer-to-peer fundraising campaigns, mid-level donor engagement, grant writing, and fundraising events.

Areas of Experience

- Experience in donor communications and supporter database management (CRM)
- Interpersonal "people" skills, especially in regards to motivation and personal development;
- Ability to manage conflicting priorities, effective time management, with attention to detail;
- Strong written and oral communication skills, including in cross cultural contexts;
- Ability to work autonomously; self motivated and can demonstrate initiative;
- Can work well in a team; shows consideration and respect; accommodates and works well with others, and
- You are committed to building a movement to solve the climate crisis.

The AYCC is a youth-led organisation with an exemption from the Anti-Discrimination Act. As such, all staff and core volunteers are under 30, and we seek applications only from those under 30.

Aboriginal and Torres Strait Islander young people are strongly encouraged to apply.

To Apply Submit via Email:

- A cover letter of no more than 1 pages addressing the above competencies, and
- A CV of no more than 2 pages.

Applications should be addressed to Elle McDonald and Liv Metter: elle@aycc.org.au and liv@aycc.org.au and use the subject line 'Application - Monthly Donor Program Supervisor [full name]'.

Applications close March 10th

Contact for a confidential discussion regarding this position email our Fundraising Director, Liv Metter: liv@aycc.org.au or phone: 0432 964 936.