

Fundraising & Engagement Officer

The Position

Reporting to the Regional Fundraising Manager, the Fundraising & Engagement Officer's role is to inspire people to commit ongoing funds, and engage and retain donors through the following work stream:

1. Face to Face:
 - a. By engaging with members of the public at rostered locations

The Engagement Officer ensures that they consistently meet KPIs and works within the Fundraising & Engagement team.

Employer	The Wilderness Society Ltd	Department	Membership & Fundraising
Location	Melbourne, Sydney, Brisbane or Hobart	Reporting to	Regional Fundraising Manager
Tenure/Hours	Casual		
Award/Level/Remuneration	Face to Face fundraising work (also known as Wilderness Defender work) is covered by the Miscellaneous Award 2010 Face to Face fundraising is classified as a Level 2 Miscellaneous Award		

Responsibilities

Key Responsibilities
<p>Face to Face Fundraising</p> <ul style="list-style-type: none"> ● Approach and engage the public at assigned territory/venues and inspire them to commit regular donations to TWS
<p>Data Management</p> <ul style="list-style-type: none"> ● Demonstrate understanding of obligations to comply with legislation, regulations, internal policies and best practice (specifically PCI DSS, Privacy Act and standards for customer care and complaints resolution)
<p>Risk Management & Compliance</p> <ul style="list-style-type: none"> ● Work Health & Safety ● Actively participate in the identification and mitigation of risks within the organisations risk management framework. ● Adhere to the Public Fundraising and Regulatory Association (PFRA) code of conduct at all times.



- Adhere to the FIA code at all times.

General

- Consistently achieve personal targets in accordance with agreed KPIs
- Maintain an up to date understanding of TWS campaigns
- Participate in team meetings and other activities as required
- Some travel may be required from time to time

Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none">● Commitment to TWS values● Excellent networking and interpersonal skills and ability to communicate with a range of people● Excellent communication skills including public speaking, ability to convey complex concepts simply and succinctly● Ability to work as part of a collaborative team and individually● A track record of success achieving sales or fundraising results in a variety of environments● Digital literacy and proficiency in systems such as; CRMs (or similar databases), email and calling software	<ul style="list-style-type: none">● At least one year's experience in fundraising or sales● A proven commitment to and understanding of the not-for-profit sector● Confident knowledge of environmental issues● Knowledge of professional and ethical standards for fundraisers including the PFRA standard and/or the FIA Code