



Supporter Engagement Officer (Part Time)

IJM Australia

March 2019

The Mission

IJM is a global organisation that protects the poor from violence throughout the developing world. IJM partners with local authorities to rescue victims, bring criminals to justice, restore survivors and strengthen justice systems. IJM lawyers, investigators, social workers, community activists and other professionals collaborate with local law enforcement to combat slavery, sex trafficking, rape, police brutality, forced labour, gender-based violence and other forms of violence.

The Vision

IJM's vision to 2030 is to rescue millions, protect half a billion and make justice for the poor unstoppable.

The Values

IJM is Christian, Professional and Bridge Building. Our Christian value manifests not only in our motivation but in our culture and work environment, including daily devotions, stillness and prayer.

The Position

Do you have a passion for providing excellent service, love connecting with people and supporting them as they deepen their engagement in the work of justice? IJM is looking for a dedicated Supporter Engagement Officer to join our team and ensure that our faithful supporters receive timely, professional and meaningful support as they partner with us.

Working 3 days a week from our office in Chatswood, the Supporter Engagement Officer will nurture supporters in their journey and take ownership of the following:

Managing CRM and general donor support

- Deepen supporter understanding of IJM's mission and nurture supporter relationships with care and consistency (*does not include mid or major donors*).
- Work in partnership with the Marketing team to execute strategy to create deeper and more meaningful supporter engagement and increase retention rates.
- Manage our CRM and constituent data. You will be the guardian of the integrity, accuracy and efficiency of our data and processes with the knowledge that caring for our data is caring for our supporters. This will include all processes for transactions and receipting, segmentation, address validation, duplicate checks and data clean-ups, queries and reporting, to ensure we are maintaining excellent records and record-keeping practices.
- Work with the Operations and Marketing teams to create automated supporter journeys, implement digital technologies to strengthen the donor experience, support fundraising opportunities and improve operational efficiencies.
- Ensure the timely processing of all supporter donations, including single and recurring gifts, processing of bank deposits, importing gifts from third party platforms such as PayPal and community fundraising sites, and processing offline gifts.
- Ensure routine donor care communications are actioned including appropriate thank you calls, welcome letters, following up declined gifts and expired credit cards,

answering and responding to general supporter enquiries received via phone, email, and mail and managing the Giving email inbox.

Other general duties

- Support the processing and management of event registrations, resource and ticket sales
- Create and maintain accurate process documentation in the Supporter Engagement Manual
- The Supporter Engagement Officer may also be trained to represent IJM Australia at speaking engagements
- Provide ad-hoc support for the team at key events and on projects as required

Skills, experience and attributes

To be successful in this role you will:

- Have substantial experience working with CRM systems or similar databases (preferably Salesforce / within NFP sector)
- Have experience with automating/creating automated journeys using platforms such as MarketingCloud or AutoPilot
- Have highly developed administration and customer service skills
- Be an excellent communicator and be confident sharing vision, mission and project information to engage supporters
- Have excellent written communication skills and a warm and confident phone manner
- Have a strong capacity to follow, evaluate and improve processes and create and maintain accurate process documentation
- Be extremely organised and have a well-developed ability to self-manage priorities, projects and workload
- Have a keen eye and attention to detail
- Be a self-starter and sustain a positive attitude
- Ideally, hold a Certificate IV in Business or Administration or higher
- Be proficient in Microsoft Office suite, project management and digital tools such as Teamwork and Slack
- Be comfortable working to and reporting against measurable KPIs
- Possess a deep understanding of biblical justice and personal integrity

What we offer:

- A very inspiring work environment. Your work makes a difference in the lives of the thousands of clients IJM is serving. You are part of a passionate global team of professionals characterised by an atmosphere of personal involvement and determination to bring justice, transform communities and end slavery
- Opportunities for personal/professional development and spiritual formation
- There may be an opportunity to visit one of IJM's international offices
- Salary is determined by our remuneration policy and years of experience

Interested?

Please send a one-page cover letter outlining your suitability for the position including your demonstrated commitment to IJM Australia's values as detailed above, along with your current CV to contact@ijm.org.au.

IJM Australia is interviewing and recruiting for this position as applications are received, so we encourage you to apply as soon as possible.