



POSITION DESCRIPTION

Supporter Engagement Coordinator

IJM Australia, (FTE 1)

Who We Are

International Justice Mission (IJM) is the global leader in supporting governments to protect vulnerable people from violence. Our team of 1,200+ professionals are at work in 33 countries across the Asia Pacific, Africa, Europe and the Americas. Together with government, corporate, civil society, community and survivor leader partners, we are catalysing a global movement that will rescue millions, protect half a billion and make justice for people in poverty unstoppable.

International Justice Mission Australia, established in 2014, partners with IJM Global to deliver justice programs overseas and grow the movement of Australians seeking justice for the oppressed.

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

International Justice Mission Australia is seeking a Supporter Engagement Coordinator to join the team. We have audacious goals leading up to 2030 to achieve the mission of protecting 500 million people by 2030.

The role, based out of our office in St Leonards, Sydney at least two days per week and WFH flexibility is responsible for ensuring that IJM Australia's supporters receive timely, professional, and meaningful support as they partner with us, supporting them as they deepen their engagement in the work of justice. The Supporter Engagement Coordinator also plays a critical role in working with the Business Intelligence Manager to ensure the administration and management of supporter data, such that IJM Australia grows sustainably with operational excellence.

Reporting to the Business Intelligence Manager, the Supporter Engagement Coordinator will:

- Manage relationships with supporters with care and consistency, helping to deepen their understanding of IJM's mission.
- Be the first port of call for all general supporter enquiries and donor information request, including all general inbound frontline communications via phone and email.
- Ensure the timely processing of all supporter donations, including single and recurring gifts, processing of bank deposits, importing donations from third party platforms and community fundraising sites.

- Oversee IJM Australia's Salesforce supporter data and help identify critical issues or opportunities that allows for new and improved supporter experiences, communications and business processes.
- Support and manage the delivery of specific supporter communications in line with the overall Marketing & Partnerships strategy.
- Gather supporter engagement requirements and coordinate the input and management of supporter data from key events and campaigns.
- Help to upskill staff to maximise the tools and capabilities of our CRM and manage volunteers to ensure data integrity is maintained.
- Participate in IJM Australia's key events as required.

Skills, Experience and Attributes

To be successful in this position you will have:

- A Degree in Business or Administration, or other equivalent degree
- Sound working knowledge of CRM (Salesforce or similar) systems or database functions
- Ideally, minimum of 2 years' experience in administration or customer service
- Excellent written and verbal communication skills with a genuine and confident phone manner
- Strong capacity to follow, evaluate and improve processes
- High attention to detail
- Strong analytical skills and ability to problem solve
- Proficient in the use of Microsoft Office products (Excel, Word, Outlook)
- Experience working to and reporting against measurable KPIs

What We Offer

- An inspiring professional 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
- Deepen your understanding of modern slavery and related issues
- Opportunity for spiritual formation
- Salary determined by our remuneration policy and years of qualified experiences

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 recruitment@ijm.org.au.

Applications are due by end of business, 10 December 2021.



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INTERNATIONAL JUSTICE MISSION is a global organisation that protects people in poverty from violence.

Learn more: IJM.org.au

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