

Role Description			
Position Title:	Supporter Services Representative	Employee Name:	
Status:	Part-time 20 hours a week	Location:	Margarete Ainsworth Building, Randwick
Reports to:	Individual Giving Manager	Positions reporting to this role:	N/A

Position Overview

The Supporter Services Representative is responsible for maximising revenue by providing excellent service to supporters, including through prompt and accurate donation processing and receipting and answering enquiries via phone, mail and email.

Neuroscience Research Australia (NeuRA)

Neuroscience Research Australia (NeuRA) is a leading independent medical research institute whose vision is to prevent and cure disease and disability of the brain and nervous system through leadership, excellence and innovation in neuroscience research. NeuRA has world-class research facilities and is based at Randwick in Sydney.

NeuRA's Objectives

“Our vision is to prevent and cure disease and disability of the brain and nervous system through leadership, excellence and innovation in neuroscience research.”

NeuRA is committed to improving research quality. Our goals are to:

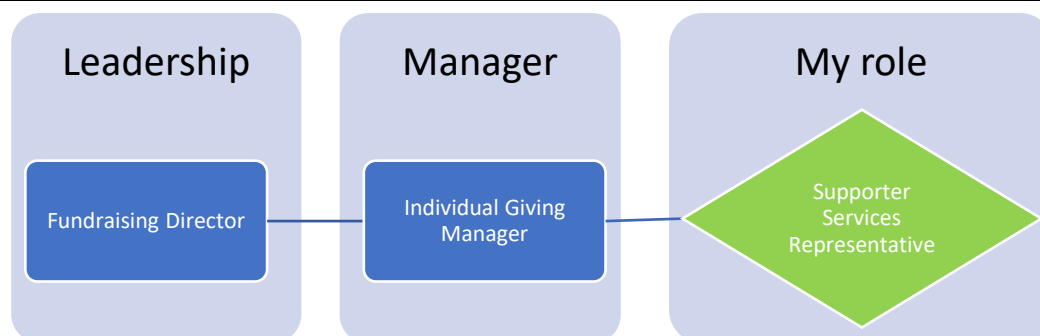
- Raise awareness
- Educate, Train & Foster
- Promote Openness
- Adopt Improvement

NeuRA's Values

Our values are the essence of our organisation – they are the principles that we live by and are at the core of everything we do. NeuRA's values are:

Innovation. Excellence. Integrity. Leadership. Human impact.

Organisational Structure



Key Responsibilities	
<ul style="list-style-type: none"> • Be the first point of contact for donors and supporters and provide great service by promptly assisting with all enquiries, questions and complaints • Opening and sorting mail, data-entering, producing banking, receipting and thanking existing supporters and donors in a timely, accurate and efficient manner including any special acknowledgements required by Fundraising Managers, Executive Director or CEO • Implementing donor retention activities • Ensure all monthly financial reports are completed in a timely and accurate manner working with other Fundraising and Finance staff plus Fundraising bank statements • Continuously review for administrative best practice in the Fundraising team and use the technologies available to maximise the donor experience • Provide administrative and events support to the Fundraising and Communications teams <p>Other duties commensurate with the role, as reasonably required.</p>	
Measures of Success (outcomes & deliverables)	
<ul style="list-style-type: none"> • Data is accurate, clean and up to date • Regular and ad hoc tasks are completed on time 	
Core Competencies, Requirements and Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Experience using a CRM, preferably RE/NXT • Administration experience • Customer/supporter service experience • Fast, accurate typing and data entry skills • Excellent organisational skills • Demonstrated experience in working effectively in a team • A proven commitment to delivering excellent customer/supporter service • Good telephone manner and ability to respond to enquiries over the phone and in writing 	<ul style="list-style-type: none"> • Experience in a fundraising environment • Demonstrably high level of competence in using Raiser's Edge 7 and NXT • Experience in training peers • Experience developing written processes for administrative tasks
Relationships and Interactions	
Internal:	External:
<ul style="list-style-type: none"> • Fundraising team members. • NeuRA researchers. • IT and Finance departments. • Other administrative support services (facilities and reception). 	<ul style="list-style-type: none"> • Supporters • Fundraising consultants and agencies. • List owners, suppliers and aggregators. • Tele-marketing suppliers. • Database provider (Blackbaud)

<p>Performance Reviews</p> <p>All staff will undergo a Performance Review with their supervisor annually to ensure they are being supported to exceed in their role. This Position Description will be used to inform the Performance Review.</p>
<p>Occupational Health and Safety</p> <p>All workers at NeuRA must familiarise themselves and comply with NeuRA general Policies and all NeuRA Work Health and Safety Policies.</p> <p>Responsibilities of all workers:</p> <ul style="list-style-type: none"> • Be familiar with and ensure compliance with the WHS Act 2011 and Regulation 2017 • Co-operate with WHS policies and procedures to ensure your own health and safety and that of others within the workplace • Attend all training sessions as required • Do not interfere or misuse equipment provided for the health, safety and welfare of persons at work
<p>Diversity</p> <p>NeuRA is an Equal Employment Opportunity Employer. We are committed to promoting equality of opportunity and eliminating discrimination in all our employment policies and practices.</p> <p>NeuRA acknowledges the traditional custodians of the lands on which we work, and extends respect to all Elders past, present, and emerging.</p>
<p>Right to Work</p> <p>You must have the right to live and work in Australia for the duration of your appointment at NeuRA.</p>
<p>Privacy Notification</p> <p>The collection and handling of declarations and personal information relevant to your employment or appointment will be consistent with the requirements of the Privacy Act 1988.</p>
<p>Changes</p> <p>Changes to this role description may be made from time to time to suit the requirements of the organisation.</p>