

JOB DESCRIPTION

Position Title	Fundraising & Marketing Administrator
Position Type	Ongoing, Full-Time 37.5 hours
Direct Reports	Nil
Location	National Office, NCIWR
Date	January 2024
Reports to	Communications, Marketing and Fundraising Manager

Our Vision

Our vision is leadership that influences the prevention and elimination of domestic violence.

Our Purpose

To liberate women, children, families and whānau from family violence through the provision of quality services and social commentary.

BACKGROUND

The National Collective of Independent Women's Refuges Inc (NCIWR) is an independent non-government umbrella organisation for 40 Refuges throughout Aotearoa/New Zealand. The National Office provides support services to member Refuges including developing training for member Refuges and advising and assisting member Refuges with administration, organisation and service development.

One of the four cornerstones that guides the work of Women's Refuge is Parallel Development, which is intended to reflect our organisation's recognition of Māori as the Tangata Whenua of Aotearoa. In practice Parallel Development ensures a strong focus on providing services that meet the needs of wahine Māori and tamariki with whom Refuges works.

Position Purpose

The Fundraising and Marketing Administrator will work with the Fundraising and Communications team and member refuges to manage systems that maintain, acknowledge and report on fundraising income as well as assist with other fundraising activities and partnership opportunities.

This position will value team participation and contribution to the greater organisational goals of Women's Refuge.

Key objectives:

- Manage our donor database and other fundraising systems including receipting, reconciliation and accuracy of information
- Advise on strengthening donor management practices and advise on systems for cultivating new donors
- Develop and nurture existing donors through stewardship and acknowledgements
- Assist with the development of events for the organisation, as well as the launch of other fundraising activities

Key performance indicators would include:

- Work collaboratively with Communications and Fundraising Team to produce two compelling appeals each year that reflect NCIWR's values and brand
- Ensure database accuracy to maintain donor satisfaction and comply with audit requirements
- Successful management of grants, bequests and relationships
- Meet deadlines and work within critical time frames

Key Performance Indicators

Attributes and Values

- Positive and supportive attitude
- Motivated and enthusiastic
- Ability to quickly establish rapport in diverse settings
- Excellent interpersonal and influencing skills
- Exceptional verbal and written communication skills
- Proactive use of initiative where appropriate
- Demonstrated ability to maintain professional boundaries

Core Competencies

- Commitment to NCIWR vision and values
- Demonstrated high level interpersonal skills including ability to build relationships internally and externally
- Risk management: identifies problems and solution focussed
- Effective under pressure, results oriented and proactive

Planning, Strategy and Management

- Assist in achieving annual targets
- Contribute to the implementation of the fundraising strategy
- Management of all in-kind donations
- Work collaboratively with the Fundraising and Communications team towards development of a diverse range of income streams and increased untapped funding

Revenue Generation

- Assist in the management of existing stakeholder relationships
- Work in conjunction with the National Office Fundraising and Communications team to identify and develop new fundraising and event opportunities

Relationships and communications

- Collaborate with the Communications Fundraising team and our external creative agency on campaign development

Operations and Reporting

- Provide timely, accurate and appropriate financial reports
- Management of donor database and other fundraising systems including updating donor information, reporting, receipting and reconciliation to Xero.
- Contribute to activity reports for sponsors, funders and donors as necessary
- Maintain accurate files relating to all sponsors, funders and benefactors.

GENERAL

This is a very busy and public position requiring a high level of professionalism. This includes but is not limited to:

- Maintaining a favourable working relationship with the CE, National Office employees, and member refuges to promote a cooperative and harmonious working environment in order to facilitate positive morale, productivity, and continued improvement;
- Improving operations, processes, efficiency and services when and where necessary;
- Developing strong relationships with colleagues to ensure coordinated delivery of activities and services; and,
- Developing and maintaining a positive and professional profile for the NCIWR in dealings with contractors, agents, stakeholders and other third-party organisations.
- May be required to travel nationally from time to time and could possibly include overnight stays
- Assisting with distribution of resources to refuges
- Attending DV training as provided by the organisation
- Developing an analysis and clear understanding of the core work and ethos of the organisation
- Responding to reasonable ad hoc requests to assist teams and in areas not specifically within the direct scope of the role.

EDUCATION and/or EXPERIENCE

- Experience within the fundraising, marketing or public relations sectors, related experience and/or training/education.
- Proven understanding for managing sensitive and confidential stakeholder and donor relationships
- Knowledgeable around fundraising and donor database platforms or other CRMs
- Relevant experience working in community development or for a not-for-profit organisation would be an advantage
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts

Other essential attributes include:

- Excellent interpersonal and communication skills;
- Ability to coordinate multiple projects, including the management of internal and external resources;
- Emotional intelligence and collective thinking;
- Analytical and solution focussed skills;
- Think strategically and develop long-term plans and relationships;

CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a valid Drivers License.

Opportunity location:

Wellington

Accountability and dimensions of the position:

Number of indirect reports	nil
Other formal NCIWR delegation levels	nil

Important Relationships**Internal**

Chief Executive

Communications, Marketing and Fundraising Manager

External

Donors and Partners

Not for profit sector

FV Sector

Government sector

Business and corporate sector

Member refuges

Conditions of Employment

An Individual Employment Agreement is offered, with the first three (3) months being a probationary period. The Fundraising and Marketing Administrator role will be based in Wellington with the National Office team.

Hours of work are 37.5 hours per week.

Mandatory achievement areas for all National Office Positions

NCIWR Strategic Outcomes 1, 2, and 3

- Has an understanding and working knowledge of NCIWR Strategies including the goals and actions.
- Can discuss its content, key evidence and key ideas and apply this to work priorities of the Business Support team, NCIWR and Te Taumata o Te Kōwhai Core Group.

Parallel Development

- Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

Health and Safety

- Takes all practicable steps to ensure safety at work for self and team, and that no action or inaction on causes harm to anyone else;
- Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as possible;
- Observes NCIWR stated health and safety policies and guidelines;
- Knows and complies with all Health and Safety policies and guidelines.

Professionalism

- Uses their professional skills and knowledge to engender interest and ownership from others in achieving success;
- Articulates a vision of the NCIWR Strategic outcomes. Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on achieving success;
- Promotes a positive attitude towards change. Represents and promotes challenge;
- Adopts a range of leadership styles to enable others to grow from learning around Māori achieving success;
- Encourages teamwork and cooperation between all staff;
- Promotes a strong stakeholder focus;
- Provides reports on team performance against business plan outcomes that include performance targets;
- Manages and develop own training and professional development within the allocated budget.

Compliance with legislative requirements and NCIWR policy

- Knows and monitors compliance against all NCIWR policies and guidelines.

Contract Management

- Ensures service providers and contractors are selected and managed in accordance with policies and guidelines, and the code of conduct;
- Ensures that contracts successfully contribute to the achievement of NCIWR outcomes and objectives as intended, and represent value for money;

- Manages effective and productive relationships with service providers and contractors to ensure that NCIWR receives an agreed quality and level of service within contractually agreed rates.

Business Continuity Planning

- Develops and maintains a business continuity/pandemic plan for all areas of responsibility.

Qualifications and technical skills

Essential

- A relevant tertiary qualification in Business and practical experience in the following areas:
 - Fundraising, Marketing, Business or Community Development
 - Business/systems improvement
 - Sector knowledge
 - Strategic and business planning
- Knowledge and demonstrated understanding of the following legislation:
 - Charities Act
 - Finance Act
- Previous experience in the design and implementation of improved business processes e.g. financial management, business planning, knowledge and information management, reporting and monitoring;
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts.

Experience and knowledge required for effective performance in the position

Essential

- Honesty and trustworthiness;
- Strong written and oral communications skills;
- Highly developed analytical skills, with a demonstrated ability to understand and interpret a wide range of business information;
- Strong computing skills in Microsoft Office programmes, particularly Word, Publisher, and Power point.
- Ability to think strategically and to grasp, interpret and apply abstract concepts;
- Ability to lead on a knowledge areas;
- An interest in Māori achievement and working with Māori development priorities;
- Must be able to travel when and where required.

Desirable

- Ability to acknowledge and think about matters from different perspectives.
- A fun, high-achiever disposition.

