



Job Description

Job Title	Donor Relations Coordinator
Department	Fundraising Department
Reports To	Fundraising Manager
Employment Status	Part Time (3 to 4 days a week)
Date	April 2025
Location	Southbank

Organisation Overview

Fight Cancer Foundation is a national charity that has been supporting families living with cancer since 1989. At the heart of our mission is providing comfortable and affordable accommodation for patients and their families who must travel long distances to access life-saving cancer treatment.

Our accommodation centres in Albury and Melbourne offer a home-away-from-home during one of the most challenging times in a person's life. These centres play a vital role in easing the emotional and financial burden faced by regional and rural families navigating a cancer diagnosis. With nearly a third of Australians living more than 180 kilometres from specialist treatment facilities, the demand for our services continues to grow.

Our work is made possible by the generous support of the community through fundraising appeals, donations, and our iconic Footy Colours Day campaign.

Primary Role Purpose

The Donor Relations Coordinator plays a pivotal role in deepening donor engagement and growing the supporter base for Fight Cancer Foundation. The position is responsible for the development and execution of four annual fundraising appeals, grant applications, refreshing and managing the Bequest Program, and implementing strategies to grow the Regular Giving Program.

The role also oversees donation processing, manages donor segmentation within our CRM (Donman or equivalent), and writes compelling fundraising copy across channels. Additionally, the Donor Relations Coordinator will contribute to broader fundraising initiatives, including support for the Fundraising Manager and the Footy Colours Day campaign.

Dimensions

Direct Reports:	1 Part-Time Direct Report
Decision-Making Authority:	Medium level decision making – project-based
Key Internal Relationships:	FCF Fundraising team, FCF finance and operations, volunteers and others as required
Key External Relationships:	Donors, suppliers, volunteers, other partner organisations
Travel Requirements:	Some travel required – domestic/ infrequent
Financial Delegation:	NIL

Core Role Responsibilities

Donor Appeals

- Plan, write, and implement four integrated fundraising appeals annually (e.g., tax, Christmas).
- Coordinate campaign timelines, print production, and mail delivery with suppliers.
- Coordinate email and social media campaign elements with the Digital Communications Coordinator.
- Work with CRM segmentation to personalise messaging and maximise campaign performance.
- Track performance and prepare post-campaign reports.

Bequest Program

- Refresh and relaunch Fight Cancer Foundation's Bequest Program with a donor-centric approach.
- Develop supporter journeys and communications to encourage bequest interest and conversion.
- Work with Fundraising Manager to develop collateral and stewardship plans.

Regular Giving

- Develop and implement initiatives to grow and retain regular givers.
- Monitor program performance and adjust strategies based on donor insights and data.

Grant Applications and High Value Donor Stewardship

- Identifying grant opportunities and overseeing the grant process from application through to acquittal. This includes applications to Trusts, Foundations and Government bodies. Identify and initiate relationships with major donors and prospects, while escalating ongoing stewardship of high-value supporters to the Executive Officer as appropriate.

Donor Data & CRM Management

- Use Donman (or equivalent CRM) to manage donor segmentation, track interactions, and create performance reports.
- Analyse donor data to identify trends, inform strategy, and report on donor retention and giving patterns.
- Ensure donor data is accurate, secure, and used effectively for communications and analysis.
- Collaborate with Finance to ensure efficient donation processing and receipting.

Donation Processing & Acknowledgement

- Oversee the timely and accurate processing of donations in collaboration with admin support.
- Ensure all donors receive prompt, personalised acknowledgements and tax receipts.

Copywriting & Supporter Communication

- Source and generate impact stories from within the organisation.
- Write clear, persuasive copy for fundraising appeals, donor newsletters, emails, and stewardship materials.
- Ensure communications reflect FCF's values, tone, and impact.

Campaign & Team Support

- Assist the Fundraising Manager with planning and reporting across broader initiatives.
- Provide campaign and communications support to the Footy Colours Day team as required.

Skills & Qualifications

Essential

- Minimum 3 years' experience in a fundraising, donor development, direct marketing or similar role.
- Proven experience in developing and delivering donor appeals and communications.
- Strong copywriting skills with demonstrated success in emotional, donor-focused messaging.
- Experience working with a CRM (Donman or similar) for segmentation and donor management.
- Competent in donation processing systems and basic finance reconciliation.
- Excellent interpersonal and written communication skills.
- High Attention to detail
- Highly organised, with the ability to manage multiple projects and meet deadlines.
- Collaborative team player with initiative and problem-solving ability.
- Understanding of fundraising principles and donor stewardship in the not-for-profit sector.

Desirable

- Experience managing or supervising support staff.
- Knowledge of Raisely and FundRazr platforms.
- Knowledge of Community and Event Fundraising.