

Job description

Job Title	Database and Supporter Care Coordinator
Location	Auckland
Contract Type	Fixed term contract, 15-20 hours per week
Date	To begin as soon as possible
Immediate Supervisor	Public Engagement Manager (in New Zealand)

About

The Himalayan Trust was founded by New Zealand mountaineer Sir Edmund Hillary in the 1960s. It was his way of saying thank you to the Nepali friends who helped make his many Himalayan expeditions possible.

The Himalayan Trust is a natural charity for all those who love Nepal and its people, or aspire for adventure in their lives. As it was for Hillary, so many people who visit the small mountainous nation have an exhilarating and life-changing experience – and come home wanting to give back to the people of Nepal.

The Himalayan Trust works with local partner organisations to open up new opportunities for children in the Everest region through quality education. We provide safe water, and healthcare for new babies and their mothers. Following the devastating earthquakes of 2015, the Himalayan Trust supported the building of 150 earthquake-strengthened classrooms in remote mountain villages, ensuring more than 7000 children could return to school. We also provide the opportunity for Kiwis to have their own adventure of a lifetime – to visit the remote mountain villages to see the difference their gift is making, or to take on physical challenges to raise funds for the Himalayan Trust.

Context

The 2015 Nepal earthquakes had a huge impact on the scope and scale of the Himalayan Trust's work. As a result, the Himalayan Trust has been able to further grow awareness of our current work in Nepal as well as Sir Edmund Hillary's legacy, and to develop new income streams to fund our work.

In 2019, Hillary would have celebrated his 100th birthday. In order to take advantage of the opportunity this occasion provides, the Himalayan Trust has developed an ambitious fundraising strategy to significantly grow income to support our work in Nepal.

We are looking for a Database and Supporter Care Coordinator to join our small public engagement team. This is a new position, which will be crucial to the success of our planned fundraising activities, from regular giver acquisition and peer-to-peer fundraising to high-profile fundraising events.

This is an exciting opportunity to be part of the Himalayan Trust, the iconic New Zealand not-for-profit founded by Hillary and still playing a vital role in Nepal.

Job purpose

The Database and Supporter Care Coordinator will play a vital role in making sure our supporters have a positive and engaging supporter experience. The Coordinator will be responsible for maintaining accurate and up-to-date supporter and gift data, will contribute to the supporter communication journey and will provide friendly and professional interactions with Himalayan Trust supporters by phone, email and mail.

This role will report to the Public Engagement Manager and is initially a 20-month fixed term contract, with the possibility of extension and some flexibility with hours. All current staff work remotely from home offices, but regularly meet face-to-face, and it is expected that the same would apply to this role.

Job duties and responsibilities

Key responsibilities include:

- Inputting and importing gift and supporter data from a range of sources.
- Maintaining clean, accurate and complete data.
- Processing gifts (including monthly credit card and direct debit runs and managing rejections) and issuing timely receipts.
- Ensuring supporters are appropriately thanked and welcomed (including the mail out of welcome packs, fundraiser materials and Annual Reviews).
- Coordinating small in-house mailings.
- Managing merchandise.
- Responding to supporter enquiries and feedback.
- Providing data and regular reports to the public engagement team to support the planning, implementation and evaluation of fundraising and communications campaigns.
- Supporting other public engagement events and activities as required.

Skills and experience

We are looking a highly organized self-starter with:

- Excellent attention-to-detail and a genuine commitment to maintaining the accuracy and integrity of the Himalayan Trust's supporter data;
- A warm and professional written and verbal communication manner and good customer service skills;
- Ability to work independently as well as collaboratively as part of a team;
- Ability to take initiative and responsibility;
- Willingness to be flexible, adaptable and to take on a wide range of tasks;
- Knowledge and experience of Microsoft Office, in particular Word and Excel;
- Commitment to Himalayan Trust's mission and values.

The following experience would be preferred:

- Experience of database administration;
- Experience of working in the not-for profit sector and a good understanding of fundraising;
- Experience of working with Xero.

Eligibility: To apply for this position you MUST be eligible to work in New Zealand

Remuneration: Will be based on skills measured against role.