

## Role Description

<b>Designation:</b>	Telephone Fundraiser
<b>Reporting to:</b>	National Manager, Fundraising Programs
<b>Based in:</b>	Subiaco, Perth WA
<b>Employment type:</b>	Casual

## Organisational Context

Australian Wildlife Conservancy (AWC) is a global leader in conservation, providing hope for Australia's wildlife with a science-informed, land management partnership approach which delivers high impact results. We protect endangered wildlife in iconic regions such as the Kimberley, Cape York, the Top End and Kati Thanda-Lake Eyre. AWC is transforming conservation on the ground by deploying a practical, science-based model for conservation - one that is successfully halting the decline of Australia's threatened wildlife and restoring our unique biodiversity. With 1,800 animals and plants now threatened with extinction there is a real urgency to do more. We have ambitious plans to secure the future of Australia's biodiversity and we are now expanding our fundraising team to help us achieve our vision.

AWC's mission- to deliver effective conservation for all native animal species and their habitats- is achieved by:

- **Operations-** delivering effective large-scale land management including fire management, feral animal control, weed control and infrastructure management.
- **Science-** delivering a nationally-coherent program of ecological surveys with a focus on monitoring key conservation assets and threats, conducting applied research relevant to wildlife conservation, implementing conservation programs including reintroductions, and providing advice to management.
- **Fundraising-** mobilising finance (primarily, tax deductible donations) from the general public and philanthropists including through effective communication of AWC conservation programs.

OneAWC is defined as 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. The delivery of AWC's mission is highly reliant on all of AWC working collaboratively with each other.

## Values of AWC

AWC's work is directed at achieving our mission – the effective conservation of Australia's wildlife and their habitats – and is guided by the following values. At AWC, we are:

- **Respectful** – demonstrating care, recognition and integrity
- **Informed** – working together to acquire and apply evidence, knowledge and experience
- **Dedicated** – committed to delivering effective outcomes, with resilience and tenacity

- **Innovative** – applying creative thinking for effective solutions
- **Accountable** – taking ownership of our actions and outcomes
- **Sustainable** – delivering long-term financial and ecological viability

Reporting to the National Manager, Fundraising Programs, the Telephone Fundraiser will engage with our existing and potential supporters, thanking them for their support and inspiring them to help fund AWC’s mission and vision. This role will suit a passionate individual keen to make a positive impact on the future of Australia’s threatened wildlife by mobilising philanthropic support.

**Critical Competencies**

- Exceptional interpersonal, communication and persuasive skills with a confident telephone manner.
- Demonstrated ability to engage and inspire a diverse audience.
- Accuracy and attention to detail.
- Drive and motivation to deliver ongoing results and meet targets.
- Basic computer skills and ability to use database systems and spreadsheets.
- Ability to work flexible hours as key requirement of the role.
- Demonstrated knowledge and understanding of support care.
- Experience in working for charity or not-for-profit organisations (desirable)

**Experience**

- Relevant experience is desirable but not essential as ongoing coaching and support will be provided.

**Responsibilities**

<p><b>1. Assist with growing AWC’s telephone fundraising program</b></p> <p>Key activities and responsibilities</p> <ul style="list-style-type: none"> <li>• Telephone calls to existing and prospective AWC supporters with the aims of:             <ul style="list-style-type: none"> <li>• Raising their awareness of, and interest in, AWC’s activities and achievements;</li> <li>• Engaging and increasing their support for AWC; and</li> <li>• Meeting and, where possible, exceeding targets for each fundraising campaign.</li> </ul> </li> <li>• Understand and communicate AWC’s core business; keep up-to-date with AWC projects; and convey the factors that make AWC different;</li> <li>• Be responsive and receptive to training and coaching;</li> </ul>
<p><b>2. Administration</b></p> <p>Key activities and responsibilities:</p> <ul style="list-style-type: none"> <li>• Keep detailed notes on information shared by AWC supporters during these calls;</li> <li>• Data entry of notes when required;</li> <li>• Collect financial details where necessary and in accordance with strict AWC procedures;</li> <li>• Treat all data, especially supporter details, with the highest level of confidentiality; and</li> <li>• Provide regular progress reports</li> </ul>

**3. Undertake other tasks, as required**

Key activities and responsibilities:

- On request, undertake other specified tasks.
- Comply with all AWC values and procedures.
- Champion AWC values and OneAWC approach.