

POSITION DESCRIPTION	
Title	Fundraising Campaign Manager – Brisbane
Unit	Face to Face (F2F)
Reporting to	Fundraising Training & Development Manager
Positions Reporting to Role	F2F Fundraising Team Members (Brisbane)
Location	Level 1, Unit 1, 46 Warren Street, Fortitude Valley, QLD, 4006
Position Statement	This position manages the drive and growth of Australia for UNHCR's in-house fundraising (Face to Face and Door to Door) team in Brisbane. The primary focus of the role is growth of the fundraising program through management of the fundraising teams in Brisbane and campaign management. This includes responsibilities in recruitment, people management, marketing campaigns, advocacy and administration.
Accountabilities and Responsibilities	
Organisational Management	<ul style="list-style-type: none"> • Responsible for planning, decision making and coordination of campaign locations to ensure the program reaches its targets • Manage and implement the growth of the fundraising programs in Brisbane through planning, developing and organising campaigns to achieve objectives and targets • Identify, review and analyse donor data patterns in Brisbane to support planning and decision making of the campaign, including: <ul style="list-style-type: none"> ➢ Attending the monthly locations meeting and deliver feedback on donor patterns and preferences ➢ Develop and manage the campaign roster according to positive donor target responses ➢ Conduct ongoing assessment of campaign locations and provide recommendations to the Operations Team as required • Provide regular weekly reports to the Training & Development Fundraising Manager on campaign delivery including but not limited to staffing, campaign or staffing challenges and locations. • Provide feedback and learnings to Fundraising Management on all aspects of the campaign including marketing collateral, distribution channels, product promotion and communication to potential donors • Motivate/Coach/manage team members on delivery and implementation of campaigns to achieve and exceed daily and weekly targets. • Lead by example, working with the team to obtain targets. • Ensure that any serious issues arising from field operations affecting campaign management are communicated to the Training & Development Fundraising Manager in a timely manner. • Conduct weekly/monthly team meetings, training and events to help build team morale. • Conduct group interviews and hire team members. • Play an active role in campaign training and orientation of new fundraisers. • Train new staff on the delivery of campaigns, provide additional 'on the job' training, and identify any other training needs of team members.

	<ul style="list-style-type: none"> • Develop Team Leaders and create career growth opportunities for the Brisbane team. • Ensure all office and recruitment administration is completed. • Conduct target performance reviews weekly and make decisions on staff promotions and terminations • Monitor individual team member performances and provide sales support where necessary. • Meet the individual daily sign up targets prescribed by A4UNHCR. • Set daily sales targets for team members that will meet the individual sales targets for each team member and in alignment with A4UNHCR Fundraising monthly targets. • Ensure that the team's workplace meets WH&S guidelines, including adequate work breaks. • Ensure that team members are working within the parameters of any rules or regulations prescribed by the street or shopping centre location. • Ensure that the team is operating within PFRA guidelines. • Ensure employment law requirements are adhered too and any breaches or employment/employee concerns are raised with HR in a timely manner • Ensure that all team members are professional advocates for A4UNHCR in their appearance and communications with the public. • Be familiar with and ensure that all team members abide by the Code of Conduct set out in the A4UNHCR Frontliner Employee Handbook and the FIA Standard of Face to Face Fundraising Practice. • Represent A4UNHCR at external meetings or skillshares as requested by A4UNHCR. • Ensure the team collects accurate and clear financial information from new donors • Ensure that team members have adequate supplies of marketing collateral and sign-up forms, welcome packs. • Ensure banners and point of sale supplies are available • Ensure all marketing and campaign materials are kept safely and managed with minimal cost.
Organisational Responsibility	<ul style="list-style-type: none"> • Demonstrate an active and dedicated commitment to the A4U's Mission, Vision and core principles. • Comply with A4U's Policies and Procedures. • Observe all legal and legislative requirements. • Assist in the development of, and participate in A4U's initiatives, projects and events. • Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous information sharing and transparent work practices. • Liaise with others in a professional, respectful and constructive manner. • Ensure a high level of confidentiality and integrity.
Selection Criteria	
Essential Qualities	<ul style="list-style-type: none"> • Proven experience working within a fundraising or campaign delivery sales program. • Demonstrated excellence in marketing and fundraising techniques • Tertiary qualifications in marketing or business or at least 3-5 years' experience in a similar role • Experience using analytics software and the ability to interpret, analyse and report on data. • Strong presentation and facilitation skills. • Ability to manage relationships with a large, culturally diverse team. • Strong negotiation and conflict resolution skills.

	<ul style="list-style-type: none"> • Ability to communicate organisational objectives and vision to staff. • Experience working with a relational database, ideally Raiser's Edge or a similar platform. • High level of proficiency with MS office: Word, Excel and PowerPoint. • Excellent written and oral communication skills. • Strong organisational and planning ability.
Desirable Qualities	<ul style="list-style-type: none"> • Sound knowledge of and experience in A4UNHCR's fundraising operations in the field or similar role. • Previous employment in charity sector.
Person Specifications	<ul style="list-style-type: none"> • Strong interpersonal and relationship management skills. • Ability to apply strategic knowledge within the working environment. • Proven ability to develop strong sustainable relationships with internal and external stakeholders. • Commitment to a high level of customer service. • Excellent organisational skills. • Willingness to work as part of a team and share information and expertise. • Highly motivated and have the ability to motivate others. • Ability to multi-task across a number of priorities. • Acts with integrity, honesty and credibility. • Ability to work under pressure. • Open, friendly and approachable. • Demonstrated initiative and proactive approach. • Results Driven.
Key Competencies	<ul style="list-style-type: none"> • Communication • Influencing • Innovation and creativity • Planning and organising • Results orientated • Teamwork