POSITION DESCRIPTION

ROLE TITLE: Supporter Relations Officer **DATE APPROVED:** October 2026	**BUSINESS UNIT:** Fundraising **FTE:** 0.6
REPORTS TO: Fundraising Manager	**ROLES REPORTING TO THIS ROLE:** Nil

ABOUT US:

Poverty and injustice stop women and children living their fullest lives. With strong supporter relationships, International Needs Australia (INA) can empower women and children in the poorest countries to escape extreme poverty and achieve their God-given potential.

We are an organisation with over 50 years of experience in making a difference. INA is a Christian international development organisation working with the poorest and most marginalised communities, particularly women and children, to eliminate poverty and its causes. Our local lead partners in Africa, Asia and the Pacific with support from our faithful donors, enable this change to be possible. We are one of only around 55 fully Department of Foreign Affairs and Trade (DFAT) accredited Australian NGOs working in international development. This accreditation means that we meet the highest program standards.

We create impact through innovative field partnership projects and also conduct national education programs with Australian students to educate them on the causes and solutions to poverty and encourage them to take action.

INA is different in our approach to international development and our engagement with Australian supporters because INA:

- focuses on women and children in five key areas: Education, Health, Livelihoods, Climate Change and Gender.
- works in Southeast Asia, South Asia & Eastern Africa (currently Ethiopia, Uganda, India, Nepal, Sri Lanka, Myanmar, Philippines).
- commits to a genuine and full locally led development approach with innovative local partners and works through local staff, local boards and local volunteers. We believe this is respectful and supports the development of more substantial and sustainable partner organisations and community outcomes.
- believes in poverty alleviation through a cross-sectoral and holistic approach to community development. This approach lets us partner with donors and other agencies committed to holistic poverty alleviation, focusing on community-prioritised needs.
- is grounded in Christian values and strives for a just world where all people are treated equally to reach their God-given potential.
- conducts national education programs with Australian students that align with the Australian curriculum to help youth clarify their personal purpose and increase empathy and understanding of global poverty and the Sustainable Development Goals.
- brings our funding contributors and in-country partners closer together and easily co-design projects with all stakeholders to support innovation and alignment of programs.

POSITION DESCRIPTION

ABOUT THE ROLE:

The **Supporter Relations Officer** is the primary point of contact at INA, proactively engaging, nurturing and retaining INA's supporters, strengthening their connection with the organisation and deepening their commitment to its mission. Through effective supporter engagement and relationship management, the role contributes to fundraising income, supporter loyalty and brand awareness, helping INA achieve its mission.

Reporting to the Fundraising Manager, the **Supporter Relations Officer** is responsible for the day-to-day coordination and ongoing development of INA's ChildLink Sponsorship Program and regular giving program (ie. SHE). This includes maintaining strong relationships with sponsors and regular givers, coordinating ChildLink campaign mailouts, delivering effective supporter communications and stewardship activities, and implementing strategies to enhance supporter engagement, satisfaction and retention.

The role is also responsible for donation reconciliation in our Virtuous CRM, ensuring donations are accurately recorded and reconciled against relevant donor records, and supporting the integrity of donor data and financial reporting.

In addition, the role supports broader marketing, communications and fundraising activities, including donor relations, donor events and supporter reporting. The Supporter Relations Officer also develops and maintains standard operating procedures to streamline, standardise and continuously improve supporter relations processes and program delivery.

KEY OUTCOMES:

1. Manage supporter relations and stewardship, responding to enquiries, maintaining accurate supporter records, coordinating annual tax receipts, encouraging automated giving methods, and following up on missed or failed donations to support supporter retention.
2. Coordinate the day-to-day administration and ongoing development of INA's ChildLink Sponsorship Program and Women's Empowerment (SHE) regular giving program, including retention, growth, re-engagement and supporter communications.
3. Coordinate ChildLink and SHE campaign mailouts, including preparing mailing lists and materials, managing timelines, and coordinating interns and volunteers as required.
4. Maintain accurate ChildLink records and beneficiary profiles, coordinate sponsor changeovers, obtain updated master lists and graduation lists from our country partners.
5. Undertake donation reconciliation and related administrative tasks, including receipting, data entry, processing credit card and direct debit batches, handling postal donations, and coordinating supporter acknowledgements as required.
6. Prepare ChildLink KPI reports, mailing lists, impact reports and post-campaign analytics accurately and within agreed deadlines.
7. Work collaboratively with the Fundraising/Communications and International Programs teams to improve fundraising outcomes, supporter engagement and retention, data integrity and operational efficiency.
8. Develop, document and maintain standard operating procedures for supporter relations, fundraising programs, donation reconciliation and related processes.
9. Provide support at INA events and fundraising activities, and undertake other relevant duties as directed by the Fundraising Manager.

KEY RELATIONSHIPS / INTERACTIONS:

Direct working relationships	External working relationships
• Fundraising Manager • Relationship Officer • Outsourced Finance Provider **Internal Working Relationships** • Chief Executive Officer • International Programs Manager • Education and Advocacy Officer • Digital Communications Officer • Office Coordinator / Board Secretary • Graphic Designer	• INA's local lead ChildLink partners in Ethiopia, India, Sri Lanka, the Philippines and Uganda. • INA supporters and partners. • Outsourced printer partners

KEY SELECTION CRITERIA

QUALIFICATIONS AND KEY CAPABILITIES (Preferred):

- Tertiary qualifications in fundraising, marketing, communications, business administration, international development, or a related discipline, and/or demonstrated relevant experience in a similar role.
- Experience in supporter relations, donor stewardship, fundraising administration or customer relationship management, preferably within the not-for-profit sector.
- Highly developed interpersonal skills – demonstrated ability to build and maintain positive relationships with supporters, respond to enquiries professionally and deliver a high standard of supporter service.
- Excellent written and verbal communication skills, with the ability to prepare clear, engaging and audience-appropriate supporter communications.
- Experience coordinating supporter engagement, retention and regular giving activities, with an understanding of the importance of supporter journeys and long-term relationships.
- Strong time management, organisational and administrative skills, with the ability to coordinate multiple tasks, manage competing priorities and meet deadlines.

- Experience maintaining databases and supporter records, preparing mailing lists, coordinating campaign mailouts and producing reports.
- High attention to detail and demonstrated ability to maintain accurate records, reconcile information and handle financial and supporter data confidentially.
- Proficiency in relevant database, spreadsheet and office software, with the ability to learn and use fundraising CRM systems effectively.
- An enthusiastic, energetic, collaborative and proactive team player with a positive, solutions-focused approach and a commitment to continuous improvement.
- An understanding of, and commitment to, INA's Christian ethos, values and mission, with a willingness to work in a Christian faith-based organisation.

INA VALUES

We are a Christian organisation for social justice, equity and poverty reduction

We are a child-safe organisation committed to protecting children and promoting child wellbeing through our work

We strengthen local communities

We are a voice for the poor, the disadvantaged, and the oppressed

We value and respect people of all ages, genders, races and creeds

We demonstrate integrity and commitment

We are stewards of natural, human and financial resources.

SPECIAL CONDITIONS

- A current driver's licence and the willingness to drive as required (reimbursed)
- Some out-of-hours work may occasionally be needed
- International, Inter and Intra-state travel may be required
- The successful applicant is required to gain a relevant working with children and other required checks prior to being employed (and renewed as required).
- Australian residency or current work permit is required (responsibility of applicant to provide evidence of a current work permit).
- This is a three-day-per-week (0.6 FTE) position, with flexibility to spread the hours across four or five shorter days to accommodate family commitments, (ie. school drop-off and pick-up arrangements).

APPLICATION DEADLINE: **Friday 20 November COB**

STARTING DATE: **4 January 2027**