

POSITION DESCRIPTION

Australia for UNHCR is the UN Refugee Agency’s national partner in Australia, raising awareness and funds to support UNHCR’s global emergency response to humanitarian crises.

Established in 2000, Australia for UNHCR has raised over \$500m from individual donors, philanthropists and corporates. These funds have supported the delivery of emergency shelter, water and cash assistance to some of the world’s most vulnerable people. Australia for UNHCR also directly funds international projects that support longer-term care such as building schools, running livelihood programs and providing healthcare.

Title	Philanthropy Coordinator – Mid Value	Function	Philanthropy & Partnerships
Location	Level 8, 120 Sussex Street, Sydney	Employment Type	Full-Time
Reporting to	Philanthropy Manager - Mid Value	Career Level	Level 2
Last Updated	February 2026		
Position Statement	<p>The Philanthropy Coordinator (Mid Value) provides vital coordination, marketing & fundraising support, donor stewardship, and administrative assistance for UNHCR’s Mid Value program across Australia and Aotearoa New Zealand. The mid-value donor program comprises donors giving \$1,000–\$9,999 annually.</p> <p>This role ensures exceptional donor experience, smooth campaign and appeals delivery, high-quality communications, and well-maintained systems and processes that support revenue growth and deepened donor engagement.</p> <p>The Philanthropy Coordinator works closely with the Philanthropy & Partnerships team, Fundraising, Communications, Digital, Finance, Events, and external suppliers.</p>		

Key Accountabilities

Fundraising, Marketing & Communications

- Support Mid Value program income growth through effective stewardship, administrative support, and coordination of projects as assigned.
- Represent the Philanthropy and Partnerships team as a key contributor to annual organisation-wide projects.
- Develop and proof marketing collateral and donor-focused content across digital and print channels (e-news, web, email, social, telemarketing, presentations).
- Source and organise case studies, impact stories and UNHCR program updates for use in donor communications.
- Manage relationships with internal teams and external suppliers to ensure timely, high-quality deliverables.
- Ensure accurate tagging and tracking of campaign activities in Client Relationship Management (CRM) systems.

Donor & Stakeholder Engagement

- Manage and steward a portfolio of Mid Value donors through timely and personalised communications, including donor-centric emails, calls, and personalised receipts.
- Provide support for Mid Value enquiries and leads.
- Support and contribute to innovation that enhances stewardship and donor giving.
- Assist with donor engagement initiatives and events as required.

Program & Campaign Coordination

- Lead key components of quarterly appeals for Mid Value and High-Net-Worth programs, including content coordination, approvals and briefing schedules.
- Manage end-to-end delivery of selected campaigns or program components once strategy is set.
- Coordinate Mid Value program activities across Australia and Aotearoa New Zealand.
- Support the delivery and optimisation of personalised donor journeys using CRM segmentation tools.
- Work closely with the Digital and Communications teams to build and schedule accurate, segmented eDMs

Administration & Reporting

- Maintain accurate, up-to-date CRM records of all interactions with mid-value donors.
- Manage administrative processes including approvals, invoices, receipts, and inbox management.
- Support the mid-value team in relevant meetings and the preparation of materials.
- Assist with reporting, evaluations, and general administrative tasks.
- Ensure donations are correctly coded and allocated, including monthly income recoding with Finance and Donor Database teams.
- Handle general office tasks such as stationery orders, printing, and logistics.
- Assist with other ad hoc duties as required by the Philanthropy and Partnerships team.

Team & Culture

- Contribute to an inclusive, respectful and collaborative, learning-focused team culture that values continuous improvement.

Direct Reports

- None

Selection Criteria

Essential Qualifications & Experience

- Minimum 2 years' experience in a fundraising, partnerships, digital and/or marketing role.
- Experience in planning, organising and executing campaigns.
- Ability to develop strong internal and external relationships with a genuine interest in meeting people.
- Proficient computer skills, including all Microsoft Office products

Desirable Qualifications & Experience

- Experience delivering successful direct mail and digital fundraising appeals.
- Experience in donor stewardship and relationship cultivation to achieve increased levels of giving.
- Experience in the not-for-profit sector.
- Experience using Salesforce CRM system.

Personal Skills & Attributes

- Strong organisational skills with the ability to work under pressure with a demonstrated ability to prioritise tasks and meet deadlines.
- Strong written and verbal communication skills.
- Strong project management skills.
- Strong problem-solving skills with a high attention to detail.
- Able to work independently as well as demonstrating strong teamwork.
- Demonstrated understanding of and commitment to the values of Australia for UNHCR.
- Positive approach to the workplace.
- Commitment to diversity and inclusion.

Our Values

- Collaborative
- Inclusive
- Ambitious
- Accountable

Additional Information

All staff are required to:

- Sign the A4U Code of Conduct and the Safeguarding Code of Conduct.
- Demonstrate an active and dedicated commitment to A4U's mission, vision and core values
- Work outside of normal business hours during an emergency situation

Approved by:

Director of Philanthropy and Partnerships