

## 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.

<b>Title</b>	Philanthropy Coordinator – Faith Based Giving & Bequests	<b>Function</b>	Philanthropy & Partnerships
<b>Location</b>	Level 8, 120 Sussex Street, Sydney	<b>Employment Type</b>	Full Time
<b>Reporting to</b>	Philanthropy Manager – with dotted line to Bequest Manager	<b>Career Level</b>	Level 2
<b>Last Updated</b>	February 2026		
<b>Position Statement</b>	<p>The Philanthropy Coordinator ensures exceptional donor experience, smooth campaign delivery, high-quality communications, and well-maintained systems and processes that support revenue growth and deepened donor engagement.</p> <p>The coordinator works closely with the Bequest and Philanthropy Managers to develop and implement initiatives to identify, cultivate and solicit gifts from potential bequestors and donors within faith-based communities. They also develop marketing collateral and donor focused content across digital and print channels.</p>		

## Key Accountabilities

### Campaign Delivery

- Coordinate the Faith Based Giving appeals processes, including the planning, development, execution and monitoring.
- Coordinate and support campaigns and appeals for Bequest, including Include a Charity Week and quarterly appeals.
- Develop 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.
- Coordinate content creation for campaigns, case studies, impact stories and UNHCR program updates by working with suppliers and internal stakeholders.
- Regularly report on and track performance of campaigns and/or products.
- Coordinate Bequest program activities across Australia and Aotearoa New Zealand.

### Stewardship and Research

- Coordinate and implement initiatives to identify, cultivate and solicit gifts from donors as part of faith-based giving (including Zakat and Sadaqah donations).
- Coordinate stewardship of bequestors and faith-based donors.

- Identify and cultivate donors and prospects through phone calls, e-mails, mail and meetings to ensure that they are stewarded and nurtured to optimise long-term value.
- Research projects appropriate for bequestors and faith-based giving donors.
- Provide written proposals for prospective donors.
- Manage relationships with internal teams and external suppliers to ensure timely, high-quality deliverables.

**Reporting and Administration**

- Manage administrative processes including approvals, invoices, receipts, and inbox management.
- Ensure accurate tagging and tracking of campaign activities in Client Relationship Management (CRM) systems and assist with monitoring performance through dashboards and analytics.
- Ensure donations are correctly coded and allocated, including monthly income recoding with Finance and Donor Database teams.
- Implement consistent administrative processes.
- Maintain a thorough knowledge and understanding of UNHCR’s work around the world.

**Team support**

- Assist the team with donor briefings and events.
- Support team meetings through scheduling, minutes, and preparation of materials.
- Assist with reporting, evaluations, and general administrative tasks.
- Handle general office tasks such as stationery orders, printing, and logistics.
- Attend UNHCR’s events as appropriate to represent the organisation.

**Direct Reports**

- None

**Selection Criteria**

**Essential Qualifications & Experience**

- Prior relationship management and engagement experience.
- Ability to engage a wide range of supporters and build relationships.
- Strong cross-cultural skills as well as a good knowledge and respect for faith-based community beliefs and values.
- Strong communication skills, especially written and verbal skills.
- Track record in delivering excellent customer service.
- Effective time management skills.
- Strong computer skills, including all Microsoft office products.

**Desirable Qualifications & Experience**

- Related donor stewarding experience in an NGO.
- Experience in prospect research.
- Knowledge of international aid and development.
- Experience in preparing written proposals.
- Experience using Salesforce CRM system.

### Personal Skills & Attributes

- Strong internal motivation, with a desire to help donors achieve personal satisfaction through their support of A4U.
- Strong planning and organisational skills, with an ability to complete tasks, problem solve and hold a strong attention to detail.
- Ability to work as part of a team.
- Ability to engage a wide range of key stakeholders.
- Results-oriented.
- Creative flair.
- Able to multi-task and work under pressure.
- 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:**

Head of Philanthropy & Partnerships