

ORGANISATION INFORMATION

Position title	Team Leader – Donor Contact Centre	Position type	FT
Reports to	Donor Care Manager	Hours per week	Variable
Team	Marketing & Communications- DCC	Award classification	SCHADS 3
Direct reports	Variable	Budget	N/A
Date reviewed	06/09/23		

ABOUT PLAN INTERNATIONAL AUSTRALIA

Who are we? What do we do?

Put simply, we're the charity for girls' equality, working to create a world where we are all equal.

We tackle the root causes of poverty, support communities through crisis, campaign for gender equality, and help governments do what's right for children and particularly for girls.

We believe a better world is possible. An equal world; a world where all children can live happy and healthy lives, and where girls can take their rightful place as equals. This is the world you will help us create.

What does it feel like?

- You will get up each day feeling like you are helping create justice for vulnerable children and equality for girls. You'll be able to put a commitment to making a difference for children and girls at the centre of your effort, decision making and focus.
- You'll feel part of a broader team - beyond just the people you work with every day - because you'll be in tune with what's needed across the organisation. You'll be able to use your skills of empathy, coaching, and energy where it is needed most.
- You'll receive quality feedback and seek to create feedback loops in your team and organisation.
- You'll find strength in our diversity, inclusiveness and mutual respect.

Here are some of the ways you will bring your best to this role:

- You will demonstrate a deep commitment to equality, human rights and gender justice in all you do.
- You will challenge power dynamics and processes that are unjust.
- You will share decision-making processes. You'll actively seek out strengths of your colleagues in a way that allows everyone to have some power.
- You are willing to think and work outside the traditional idea of teams. You enjoy coaching rather than directing work.
- You will embody a deep self-awareness and demonstrate the courage to be vulnerable.
- You will look for ways to evolve our ways of working.
- You have a willingness to learn and to share insights and experience with empathy and compassion.
- You will demonstrate a deep commitment to child protection and safeguarding is all you do.

WHAT WILL YOU BE DOING IN THIS POSITION?

The Team Leader – Donor Contact Centre is the connection point between Plan International Australia, our supporters and the girls and communities we work for. The team provides high quality supporter experience to drive engagement, acquisition and retention while supporting the strategic goals of the Marketing and Communications and Individual Giving teams.

The omni channel contact centre operates across a variety of channels including inbound and outbound telephone functions, email and social media. The inbound function consists primarily of donors and members of the public making donations, updating details and seeking information about PIA. The in-bound channel is a key component of PIA's donor retention work. The outbound function implements a program of outbound calling to current, prospective

and former donors in support of PIA's fundraising programs. This makes up the majority of the role and is an integral part of the overall fundraising and donor retention program and has specific targets and revenue generating responsibilities attached as a result.

TELL ME MORE (KEY RESPONSIBILITIES AND ACCOUNTABILITIES)

Fundraising Leadership (25%)

- Work with the Donor Care Manager and Fundraising teams to develop telemarketing scripts for fundraising campaigns, and lead their implementation by the Donor Care team
- Provide excellent and engaging supporter experience strategies for the Donor Care team to deploy, ensuring the team meet their KPIs, across phone, email, and social media monitoring.
- Continuous improvement approach to achieving and exceeding conversion, retention and campaign specific KPI's.
- Manage team workflow ensuring all contact with supporters is handled within KPI standards
- Identify and secure opportunities for increased giving during communications via acquisition, upgrade, 1-off gifts and Gifts in Will stewardship.
- Represent Plan, our brand and mission to supporters and the general public
- Communicate PIAs work and supporter's impact in meaningful and empowering ways that position girls and their communities at the centre and as agents of change.
- Ensure all donor facing materials are frequently refreshed and aligned with brand, ensure supporter response and feedback to brand is captured and shared
- Represent and communicate supporter feedback and experience within the wider Plan team

Operational Tasks (25%)

- Uploading weekly/ monthly/ adhoc call lists to genesys cloud
- Manage team rosters to ensure we have the right number of resources to meet agreed SLA's
- Implementing daily calling schedule (changing lists, ensuring team is on the correct queue, responding to real time response eg. low contact rate)
- Daily manual batch eft processing, including refund investigations, approval/declines and processing
- Systems training for new staff (CRM, Genesys, Teams)
- Recruit and manage casual staff as required
- Upskill training select existing staff as needed

Donor Contact Management, Training and Support (25%)

- Coach, lead and develop the team to deliver efficient and consistent standards of service and donor experience
- Undertake staff meetings to set and ensure professional and developmental goals are being met.
- Real time support for calls
- Design and manage training and induction programs for Donor Contact Team to develop and maintain skills in donor contact
- Assist with quality assurance (complete selected quality evaluations for calls)
- Team resource management- ensuring all up to date resources are uploaded to teams and easily accessible to team members (campaign briefs, media briefs etc)

Database management

- Maintain and update systems to accurately to reflect customer data and reporting
- Process data to schedule meeting team SLA's
- All customer interactions and advice are captured in CRM
- Account actions are updated and managed in line with current processes and procedure.
- Flag and report identified issues to Donor Care Manager to ensure timely investigation and resolution.

Compliance

- Ensure all legislative and industry standards are met including:
 - State based legislation
 - ACNC standards
 - Privacy legislation regarding confidentiality of documentation
 - PIA safeguarding requirements
 - PCI-DSS requirements for financial data

WHAT DO I NEED TO BRING? (KEY SELECTION CRITERIA)

- Demonstrated fundraising, telemarketing or sales experience (desirable)
- Strong interpersonal and communication skills
- Experience mentoring/training staff
- Resilient and ambitious approach to achieving KPI's and making an impact for the girls and communities Plan works for.
- Contribute to a positive, supportive and ambitious team culture
- Genuine passion for gender equality

HOW WILL I KNOW IT'S GOING WELL? (KEY PERFORMANCE INDICATORS)

- KPI's and SLA's are met across all work types
- Best practice supporter experience is delivered through all communications
- Individual and team fundraising campaign targets are met or exceeded
- Insight and feedback from supporters is regularly shared with Team leader and the wider organisation
- 100% compliance with legislative and industry standards
- 5% of workload utilised for professional development

WHO WILL I WORK WITH?

Along with your team, you will work closely with:

Members of the Individual Giving Team

Members of the Data and Insights Team

Members of the Smart Solutions Team

Members of the Finance Team

SAFEGUARDING REQUIREMENTS

Plan International believes that in a world where children face so many threats of harm, it is our duty to ensure that we, as an organisation, do everything we can to keep children safe. This means that we have particular responsibilities to children that we come into contact with and we must not contribute in any way to harming or placing children at risk.

We take very seriously our responsibility and duty to ensure that we, as an organisation, and anyone who represents us, does not in any way harm, abuse or commit any other act of violence against children, young people or other vulnerable persons.

Everyone who works with, and engages with Plan, has a responsibility to ensure that children, young people and the beneficiaries that we work with directly and indirectly are safeguarded and protected.

High <input type="checkbox"/>	Details Enter details or type NA	
Police Check Required	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Working With Children Check Required	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Global Anti-Terrorism Screening Required	Yes <input type="checkbox"/>	No <input type="checkbox"/>