

Position Title	Fundraising and Accounts Officer
Teams	Corporate Services and Fundraising and Relationships
Reporting Manager	GM Corporate Services / Individual Giving Manager
Direct Reports	Nil
Functional Reports	Nil
Works with	Finance Team, Fundraising Team and WCM Staff
Position Location	Wellington City Mission Newtown, Wellington
Position Type	Full time

Background

Wellington City Mission's Vision is *People and communities empowered, transformed, experiencing fullness of life*. Our Mission is *centred on Christ's compassion, we seek to achieve fullness of life for those who are at risk or struggling in the Greater Wellington region*.

The Wellington City Mission (WCM) is a key provider of social services within the Wellington region, caring for people right across the age spectrum. The organisation provides holistic support to those who need help, offering access to a wide range of services including aged residential care, Transitional Housing with social support as well as community-based support and runs two City Mission stores.

This role supports both the fundraising and financing team support the work of the mission through taking care of and responding to donor inquiries, entering donations into our fundraising database plus supporting the finance team with accounts payable and payroll duties.

Its anticipated that overall 2 days per week will be finance-oriented and 3 days fundraising with flexibility expected depending on the requirements at the time which change through the course of the year.

Key Responsibilities:

To provide supporting Accounts and Payroll duties to the Wellington City Mission and its subsidiary Mission Residential Care, including processing of payable and receivable invoices, payments and receipts, preparation and processing of payroll and other data entry requirements within the Wellington City Mission.

To respond to donor enquiries, process donations, thank and acknowledge donor support, and support the Database Specialist with the upkeep of the fundraising database.

Representative responsibilities and outcomes – Fundraising

Responsibility	Outcome
Maintain donor database	
Maintain the database to ensure that information is current and accurate	<ul style="list-style-type: none"> • With the support and guidance of the Database Specialist, Data in the database is accurate to 90% level. • Changes to donor information are made promptly and accurately
Ensure security of personal information in the database	<ul style="list-style-type: none"> • Personal information is secure, and the requirements of the Privacy Act and expectations of donors are met
Donation processing and donor care	
Respond to general enquiries	<ul style="list-style-type: none"> • General enquiries for fundraising are responded to in a timely manner, via phone, email, or in-person • Enquiries for fundraising are given to team members to respond when appropriate
Receipt and acknowledge donations from all sources	<ul style="list-style-type: none"> • With the support of the Database Specialist, Donations are receipted and acknowledged within WCM timeframes • High levels of accuracy are maintained • Thank you call processes are followed and calls are made within 48 hours of receiving donations
Process all one-off donations	<ul style="list-style-type: none"> • Donations received are processed quickly into the Raisers Edge Database and acknowledged
Welcome new donors	<ul style="list-style-type: none"> • New donors are welcomed in line with WCM processes and timelines • New donors are appreciated and quickly engaged with and supportive of WCM’s mission
Manage donor preferences	<ul style="list-style-type: none"> • Donor communication preferences are obtained and accurately recorded • Donors receive communications in line with their preferences and expectations

Respond to donor inquiries received by mail, email or phone	<ul style="list-style-type: none"> • Donors receive prompt and accurate responses to inquiries. • Problems are resolved within 72 hours • Donors are appreciated and become or remain engaged in WCM's work
Campaign information	
Take part in Appeal Planning	<ul style="list-style-type: none"> • Contributes to the success of WCM Appeals and Newsletters
Assist other staff	<ul style="list-style-type: none"> • Helps F&M staff complete any activities they may need assistance with, time permitting.
Assist in Events and other activities	<ul style="list-style-type: none"> • Assists with Events
Support for Database Specialist	
Assist Database Specialist with regular maintenance of Database	<ul style="list-style-type: none"> • Database is cleansed on a regular basis
Perform regular data entry for various activities as required by Database Specialist	<ul style="list-style-type: none"> • Data entered swiftly and accurately into Raisers Edge Database. Training provided by Database Specialist.

Representative responsibilities and outcomes – Finance

Responsibility	Outcome
Accounts Receivable and other funds received	<ul style="list-style-type: none"> • Invoices raised and receipting completed in accurately and in a timely manner • Records are kept orderly and secure
Accounts Payable and other payments,	<ul style="list-style-type: none"> • Invoices processed accurately and in a timely manner • Suppliers paid accurately and on time • Welfare and IRD payments made accurately and on time • Queries followed up and resolved in a timely manner • Records are kept orderly and secure • Residents pocket money completed accurately and on time

Responsibility	Outcome
Completion of all aspects of payroll including reviewing and entering timesheets, payment of salaries, processing of non-standard and final pays. Paying of PAYE etc for fortnightly pay runs.	<ul style="list-style-type: none"> • Payroll is completed accurately and on time • New Employees and setup accurately and on time • Records are kept orderly and secure • Electronic processes maintained to ensure Payroll system operates as required.
Assist with audit including liaison with external auditors.	<ul style="list-style-type: none"> • Provide accurate information to Auditors as required in a timely manner
Administer and maintain appropriate controls for banking functions including Deskbank and online banking.	<ul style="list-style-type: none"> • Audit reports indicate appropriate levels of control are active. • No adverse events.
Support Other Data entry e.g. fundraising donation processing or City Mission client referral entry.	<ul style="list-style-type: none"> • Processing of donations into fundraising system
Other tasks from time to time as needed including assisting other WCM teams	<ul style="list-style-type: none"> • Completed when required in a timely manner

The Senior Accountant acts as the checker for the requested tasks. And as a small team each position needs to support the other and act as backup when necessary.

Process improvement and training	
Look for and propose process improvements	<ul style="list-style-type: none"> • Processes are effective and innovative • WCM demonstrates best practice to donors and stakeholders • WCM resources are used to good effect • New processes are suggested
Webinars and training attended	<ul style="list-style-type: none"> • Webinars relevant to the success of the WCM attended and training for new processes completed.
Values and Health and Safety	
Demonstrate WCM's values	<ul style="list-style-type: none"> • All tasks and interactions are carried out in ways that are consistent with WCM's values
Comply with WCM's health and safety practices and processes	<ul style="list-style-type: none"> • Hazards are identified and controlled in line with WCM's health and safety management

	<ul style="list-style-type: none"> The position holder and those they work with are kept safe
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Person specification

Essential	Desirable
Qualifications	
None	None
Knowledge and experience	
Proficient using Microsoft Office suite	Experienced in the use of Microsoft word, excel etc
Proficient in using databases	Database knowledge an advantage but not a necessity
Can perform data entry	Can accurately and quickly enter information vital for the Database
Understands privacy principles and the need for privacy or personal information	Knowledge of the Privacy Act
Able to engage effectively with clients or customers	Able to engage effectively with donors
One or more years' experience in customer information management and customer facing roles.	One or more years' experience in a customer facing role and experienced in dealing with Customer information
Attributes	
Aligned with the mission and values of WCM	
Pride in accuracy and attention to detail and in producing quality work	
Approaches work systematically and can self-manage time and workload	
Contributes to the success of the WCM	
Excellent written and verbal skills	
Enjoys talking to people	
Engages in learning opportunities	
Values teamwork and a team structure	