



Position Title: Supporter Care Coordinator

Reporting to: Supporter Care Lead

Team/Department: Supporter Care

Location: Based in any Action Centre

Hours: Varies per incumbent

Grade: Level 3

Effective Date: 18 March 2019

Position Overview: This position delivers Amnesty's Supporter Care strategy for all inbound contact across all channels (customer service, online/offline/phone) to ensure the achievement of Amnesty's Supporter Engagement KPIs and organisational goals, including 'saves' cancelling regular givers to agreed performance standards.

The position provides high-quality services to supporters to build activism and mobilisation. This is achieved through basic event administration, promotion and logistical support for volunteers and activists.

Solving problems in the context of consistent policies and procedures, the Supporter Care Coordinator services action groups and networks, manage data and processes that support identification of potential activist leaders and recruits and manages volunteers in Amnesty's Action Centres around Australia.

Main Responsibilities:

- Collection of supporter insights to inform supporter engagement, fundraising and movement strategies
- Inbound contact with Amnesty International Australia (customer service, online/offline/phone), including issues resolution where relevant
- Importing of data from web (BBIS batches, e.g. donations, membership, online profiles)
- Logistical support and routine advice to facilitate all aspects of supporter participation in action groups, network and campaigns including distribution of resources and information, administration of records (including financial records) and routine reporting
- Point of contact for requests for assistance by Action Groups, Networks and independent supporters
- Ensure accurate and timely entry of data from supporter actions and activities into appropriate systems, improving data quality through accurate data capture and capture of additional data from supporters during contact
- Provide advice relating to Amnesty International Australia's campaigns, governance processes and national and global priorities to supporters
- Recruit and supervise volunteers



- Support for training for activists and volunteers including delivery of defined training content
- Enable activists and supporters to fundraise and generate leads
- Office contact responsibilities, including: being the contact point for national teams on supporting local activist/volunteer activity and supporter/public enquiries; liaison and coordination for local facilities management; induction of new staff, volunteers and activists to relevant local aspects of the office
- Producing and delivering communications as relevant to the role, using a range of channels and technologies
- Performing the role to a high standard within agreed timelines, and in line with Amnesty International Australia's vision
- Other tasks within your skills and competence as required

Essential Qualifications, Skills and Experience:

- Demonstrated ability to coordinate diverse activities, working with and coordinating a team of people
- Demonstrated experience recruiting, supporting and coordinating a diverse range of volunteers and supporters
- Experience working with office and online communications technology and software including word processing, accurate data entry, spreadsheets, databases and social media platforms
- Ability to organise own work, work with minimal supervision and work as part of a team
- Customer service experience
- Organisation and logistical coordination skills with experience in a dynamic and high volume work environment
- Entrepreneurship & creativity
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders.

Key Relationships

- Fundraising
- Movement
- Impact

How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters
- Work with and empower volunteers, activists and members
- Supporting the general on-site functioning of the Action Centres
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies



- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance

Name: _____

Signature: _____

Date: _____

