

Fundraising Coordinator

(0.48 FTE)

JOB DESCRIPTION

This job description describes the tasks that will be required of the job holder but does not form a part of the job holder's Employment Agreement. This Job Description is likely to change from time to time, to ensure that the role continues to best serve CAP's Mission. Therefore, flexibility on the part of the job holder is required.

Location of the Role

CAP Support office, Auckland

Hours of work

18 hours per week

Purpose of the Role

To support the Fundraising Team in creating meaningful supporter experiences that ensure every supporter feels valued, appreciated, and connected to the impact of their giving. Through excellent communication, accurate administration, proactive supporter care, and fundraising coordination, this role strengthens supporter relationships and helps grow one-off and regular giving to release more whānau from money chaos in Aotearoa.

Key Relationships

Department: Fundraising and Communications

Reports to: Fundraising Manager

Direct Reports: None

Key Internal Relationships: Supporter Engagement

Supporter Development

Fundraising Events, Church Fundraising

Key Supporter teams

Wider Fundraising and Communications Department

Finance Team

Key External Relationships: Supporters (Key Supporters, Mid-Level Donors, Life Changers, One-Off givers, Churches, and potential supporters)

Summary of Role Accountabilities

1. Supporter engagement and experience
2. Supporter acquisition, cultivation and retention
3. General Fundraising Support
4. Champion and actively participate in organisation-wide rhythms and initiatives

Role Accountabilities on a day-to-day level

1. **Supporter Engagement and Experience**

In collaboration with the Supporter Engagement team:

- Supporter Experience - contact supporters at key touchpoints on their donor journey to ensure they receive the best possible experience with CAP. Create and identify opportunities to enhance this supporter experience
- Donor thanking process – manage the thanking process to ensure supporters feel valued and appreciated for their giving through timely and appropriate acknowledgements
- Supporter phone line, email inbox and post – be responsible for all calls, emails and post that comes through to the Fundraising Team. Be a first responder for picking up supporter calls and process incoming enquiries in an appropriate manner and timeframe, while adhering to CAP's tone guide
- Monitor giving income – manage daily finances, process supporter payments and question any irregular giving, to ensure giving is up to date and supporters are thanked in a timely manner
- Post Event Processing – support the post event process of all Fundraising activities relating to finances, ensuring details are added to the database accurately and income is followed up and in our account in an appropriate timeframe
- Database Management – enter and modify data on CAP's CRM/database as related to the role, to ensure accuracy of information
- Process improvements – ensure existing workflows are documented and create and identify opportunities to improve and streamline internal systems and processes

Performance Indicators or Measurable Outputs:

- Supporters are thanked and valued, and queries responded to in a timely and professional manner
- Donations are processed, and pledged gifts followed up in a timely manner, from a range of fundraising activities including events and campaigns
- Supporter information is updated, and data integrity maintained
- Relevant information is available for accurate reporting, analysis and strategic decision making
- Donor journeys are maintained and enhanced where possible.

2. Supporter acquisition, cultivation and retention

In collaboration with the Supporter Development, Church Fundraising and Key Supporter teams:

- Reduce Life Changer attrition – proactively contact stopped Life Changers and inspire them to restart their giving, to hit LC restart targets. In collaboration with the wider Fundraising Team, strategise new initiatives to reduce Life Changer stops
- Drive supporter giving towards campaigns and appeals – as part of an integrated approach to fundraising campaigns, lift supporter giving towards and engagement with campaigns and appeals by proactively contacting supporters and inspiring them to give
- Church Talks – support the Church Fundraising team with outbound campaigns to book new church talks. Provide administrative support to the Church Engagement Manager where needed
- Key Supporter (KS) and Mid-Level Donor (MLD) cultivation – in collaboration with Caseload Managers, help grow KS and MLD giving by delivering project asks, thanking for gifts, and increasing engagement with CAP's mahi. This includes coordinating the inclusion/exclusion of KS and MLDs in campaigns and appeals as appropriate, and providing administrative support to CLMs where needed

- Lead Generation - in collaboration with the Key Relationship Manager, proactively generate leads for Gift in Wills (GiW), Key Supporters (KS), and Mid-Level Donors (MLD)
- Proactively identify opportunities to grow one-off and regular income

Performance Indicators or Measurable Outputs:

- Life Changer restart and increase targets are achieved
- Church talk booking targets are achieved
- Key Supporters and Mid-Level Donors are appropriately included in campaigns and appeals, and are inspired to give towards projects as appropriate
- Supporter giving towards campaigns and appeals is increased through appropriate engagement
- GiW, KS and MLD lead generation targets are achieved

3. General Fundraising Support

- Support Fundraising Team – with additional operational projects, campaigns, events, additional calling support, and administrative tasks as they arise
- Pre & post event calling – promote fundraising events and campaigns through phone and email communication, to ensure RSVP targets are met

Performance Indicators or Measurable Outputs:

- The wider Fundraising team is supported with the above tasks where needed

4. Champion and actively participate in organisation-wide rhythms and initiatives

Pertaining to Organisational Identity & Culture:

- Participate in daily and weekly karakia
- Engage in CAP's Haerenga and outwork CAP's Haerenga Competencies

Pertaining to Donor Relations:

- Regularly invite personal contacts to contribute to CAP's 'Life Changer' regular giving program
- Provide leadership and participation in fundraising activities, including annual Life Changer Thank You Calling evening
- Speak and support at CAP Church talks around Aotearoa as required

Performance Indicators or Measurable Outputs:

- Consistently participates in all of the above listed activities

Requirements of the Role

Personal attributes & values

- Strong alignment with CAP's Christian values, identity and organisational culture
- Ability to work effectively with a wide range of Christian faith expressions
- Ability to lead comfortably within an organisation that seeks to honour Te Tiriti o Waitangi in the way we work, and engage respectfully across cultures and backgrounds
- Ability to work comfortably and well in an environment which demonstrates the Christian gospel with stakeholders, shares about Jesus Christ as appropriate, and prays

- Compassion, maturity, and sound judgment when working with vulnerable people and complex situations
- Ability to work under time pressure, and – when the work requires it – a willingness to work flexibly on evenings, and weekends
- Ability to work in a diversity of contexts, including different cultural contexts, with a variety of organisations and stakeholders
- Ability to rally or galvanise a variety of stakeholders to shared purpose
- Ability to travel and carry out work in a variety of locations
- Excellent interpersonal and relationship-building skills

Skills, knowledge, expertise & experience

- 12+ months' experience in a similar role
- Excellent oral and written communication skills
- Strong interpersonal and relationship-building skills
- Strong administration and organisational skills
- A genuine care for people with a commitment to rigor in the details
- Able to prioritise workload efficiently and manage time effectively
- High level of integrity and discretion when handling confidential information
- Confidence using multiple technology systems
- Able to work autonomously and in teams
- Creative problem solver and solutions-focused mindset
- Confident speaking in public

Job description prepared by: Justin Kitshoff, Fundraising and Communications Director

Last Updated: September 2026

Statement of Acceptance

The Employee will perform the duties set out in this Job Description. These duties may be modified and updated by the Employer from time to time following consultation with the Employee. The Employee also agrees to perform all other reasonable duties and comply with reasonable instructions issued by the Employer.

I confirm that I have read and understand this Job Description, and agree to abide by the duties, tasks and accountabilities within it.

Signature:

Date:

Name: