

Position Description PD955 v1.1

Team Member Face to Face Fundraising

Position Level	Team Member	Department	Fundraising
Location	Adelaide	Direct/Indirect Reports	None
Reports to	Team Leader – F2F Fundraising	Date Revised	June 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The role of the Team Member Face to Face Fundraising will be responsible for achieving financial and non-financial targets in the Face to Face channel by engaging potential supporters in a manner which encourages and enables long term loyalty. This role will work closely with other team members. This role will work strictly to KPI's which will cover aspects such as sign-up volumes, brand representation and donor engagement. Close collaboration with the Senior Team Member/ Team Leader – F2F Fundraising will be essential to deliver long term success and sustainability to the Regular Giving program.

Energy, resilience and competitiveness are all attributes that contribute to achieving financial and non-financial targets. This role requires our fundraisers to communicate with and influence South Australians through compelling conversations that deliver an experience that exceeds expectations. Working in the Face to Face environment requires high energy in speaking to members of the public and initiating conversations. This requires fundraisers to inform supporters of how they can contribute and to ask for a financial pledge every time in order to achieve fundraising (sales) targets. Self-awareness and self-motivation are critical to maintain a high performance state through every shift.

■ Position Responsibilities

Key Responsibilities

- Actively promote Puppy Sponsorship in line with “Best Practice Procedures” to deliver on fundraising targets (acquisition and retention).
- Meet daily pledge targets.
- Adhere to business processes & operational standards, completing all transactional forms accurately and on time.
- Attend all training programs, being able to apply the GDSA sales methodology and program knowledge, adapting your skills when engaging with Australians in all Face 2 Face channels where relevant.
- Exceed the expectations of supporters.
- Be able to respond to enquiries from potential & existing supporters, meeting their needs, accurately and on time.

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- Maintain look of retail stands and other presentation materials in line with GDSA Style Guide (tidiness, right things in right places, appropriately stocked).
- Undertake daily self-evaluation to monitor personal behaviors, energy levels and quality of performance.
- Actively participate in coaching sessions with Team Leaders and Senior Team Members and commit to personal development to improve capability to perform in role.
- Take initiative and action around self-development to find new ways in which to improve results and supporter interactions.
- Seek and listen to feedback from others through 1-on-1 and team coaching / training sessions and implement actions to improve.
- Actively participate in team meetings & events and contribute to outcomes that deliver on team goals.
- Ensure individual budgets are met by achieving set revenue targets.

■ Position Selection Criteria

Technical Competencies

- Engaging interpersonal communication skills - **Essential**
- Self-motivation and ability to self-reflect & self-evaluate - **Essential**
- Proven experience in achieving individual targets in a sales environment. - **Desirable**
- Responsiveness to coaching and ability to adapt - **Essential**
- Ability to think on your feet - **Essential**
- Resilience to remain positive and in a state of high performance to achieve sales targets - **Essential**
- An understanding of good customer service - **Essential**
- Ability to overcome objections with strangers in a way that strengthens relationships and delivers a positive experience - **Essential**
- Understanding of the balance between driving for Fundraising targets and representing the GDSA values and brand - **Essential**
- Competitive, goal focussed and driven to achieve fundraising (sales) targets, but not at all costs - **Essential**
- The ability to stand or walk for long periods in both indoor and outdoor environments - **Essential**
- The resilience to cope and remain positive in a demanding work environment - **Essential**

General Competencies

- Demonstrated experience in interacting effectively with a range of people both within and outside of the organisation - **Essential**
- Proven ability to understand and maintain confidentiality requirements - **Essential**
- Commitment to understanding the organisation and delivering excellent customer service - **Essential**
- Exceptional interpersonal communication skills – **Essential**
- Demonstrated problem solving skills - **Essential**
- Ability to communicate with a diverse and wide range of people - **Essential**
- Experience in a not-for-profit environment would be advantageous - **Desirable**

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Core Leadership/Behavioural Capabilities

- **Strategic Direction:** Generates and considers options for actions to achieve long-term organisational goals including cost; benefits; risks; timing; buy-in; legal and ethical constraints.
- **Change:** Responds positively and effectively to change and encourages and supports others to respond positively to change and the future directions of the organisation. Assist self and others to overcome resistance to change.
- **Commercial Awareness:** Demonstrates a range of capabilities appropriate to the position, in areas such as commercial awareness, financial competence and business performance reporting to ensure sound decision making.
- **Customer Service:** Builds effective relationships with a range of key stakeholders and works successfully with diverse groups.
- **Team Participation:** Collaboratively works with team members to encourage, support and motivate team performance and looks for opportunities to reinforce, reward and celebrate achievements.
- **Positive Disposition:** Models professionalism, adopts high ethical and professional standards, commands attention and respect, and instils confidence needed to succeed; builds trust among team members.
- **Self-Awareness:** Understands own strengths and weaknesses as well as impact on others; is open to feedback from others.
- **Personal Well-Being:** Exhibits a personal energy to achieve success, balances work priorities with personal life so that neither is neglected; maintains healthy lifestyle.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Adhere to the Values of Guide Dogs Association of SA.NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

Signature

Print Name

/ /

Approved by Manager

Signature

/ /

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■ Guide Dogs Association of SA.NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.