

JOB TITLE:	Fundraising Administration Officer (Philanthropy)
DEPARTMENT:	Philanthropy - Engagement
JOB HOLDER:	
REPORTS TO:	Senior Fundraising Manager – Philanthropy
JOB STATUS:	6 month fixed term contract role

JOB PURPOSE

Provides cross-team administrative support to the Major Giving & Mid Value Programs and ad-hoc tasks supporting the Senior Fundraising Manager with responsibility for data, reporting, communications, and donor stewardship tasks.

DIMENSIONS

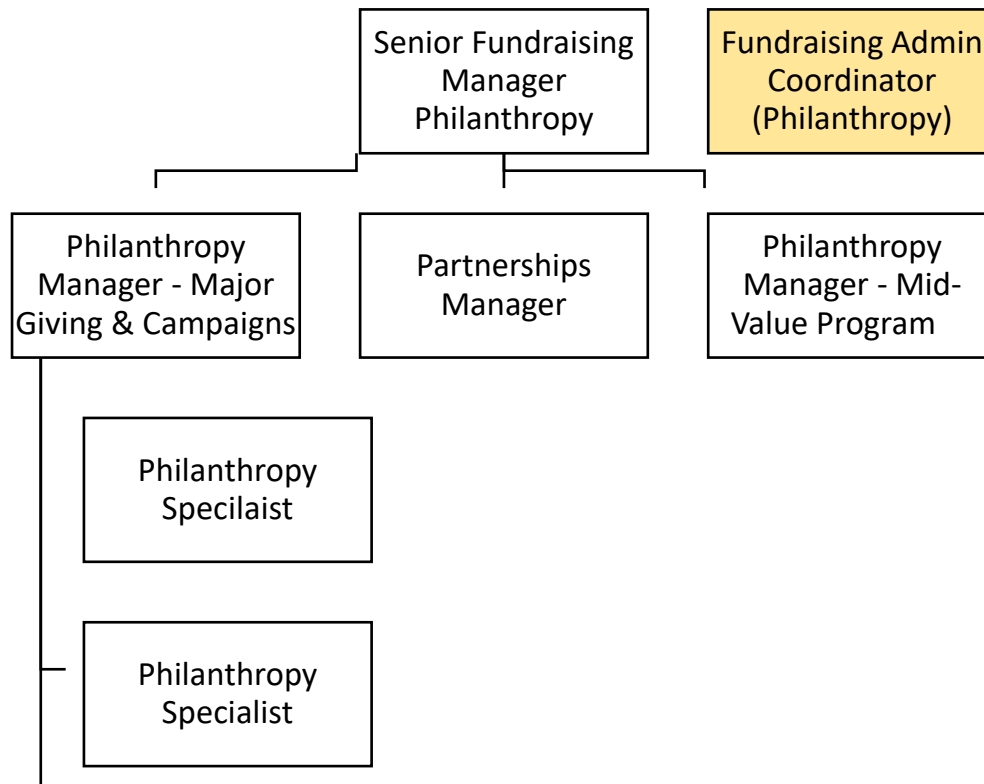
Financial: N/A

Staff: None.

Other:

- Collaborate with all fundraising teams at MSF, including international colleagues and teams to further fundraising goals and the mission.

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ORGANISATIONAL STRUCTURE

CONTEXT

The Philanthropy team is responsible for building strong relationships with major donors, mid-value supporters, trusts & foundations and corporations/businesses. During a period of staff transition and recruitment, this role ensures continuity of critical stewardship and administrative functions.

The Fundraising Admin Coordinator will collaborate closely with colleagues across Major Giving and Mid Value, supporting donor communications, reporting, data management, receipting and event coordination. They will also assist the team with general philanthropy enquiries, ensuring professional and timely responses.

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ACCOUNTABILITIES

Donor Data & Reporting

- Maintain and update Salesforce records, including T&F data hygiene and bulk updates.
- Ensure accuracy of donor records.

Donor Stewardship & Communications

- Assist in developing and distributing donor communications, including event invitations, monthly updates, end of year communications, and other donor stewardship materials.
- Support production of donor acquittal reports (major donor and T&F), including research, data updates, and formatting.

Event & Project Support

- Provide administrative support for Philanthropy events (planning, logistics, guest lists, follow-up, RSVP administration).
- Assist with preparation of event collateral, donor packs, and internal communications.

General Administration

- Maintain shared team resources (e.g. lightbox on media database, asana).
- Provide general administrative cover as needed to ensure smooth team operations.
- Ensure compliance with ethical, legal, and data protection standards.
- Other duties as required.

KEY PERFORMANCE INDICATORS

- Accuracy and timeliness of Salesforce updates and reporting.
- Donor communications and stewardship delivered to a high standard, on time.
- Smooth coordination and administration of philanthropy events.
- Positive feedback from team members on quality and reliability of administrative support.
- Enquiries to philanthropy inbox acknowledged and actioned within agreed timeframes.

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CHALLENGE & CREATIVITY / DECISION-MAKING

- Managing multiple stakeholders and competing priorities.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience in an administrative or coordinator role, ideally within fundraising, philanthropy, or nonprofit environment.
- Strong attention to detail, organisation, and time management.
- Proficiency in MS Office; experience with Salesforce or comparable donor databases desirable.
- Strong written communication skills and ability to research and draft donor-facing materials.
- Collaborative and adaptable.

COMPETENCIES

- **PLANNING & ORGANISING:** the ability to think ahead about how to co-ordinate tasks and projects and monitor their progress
- **RELATIONSHIPS, COMMUNICATION & LISTENING:** the ability to work together, collaborate, resolve conflicts and gain trust/respect of colleagues, either individually or within a team, for the good of the organisation.
- **ACTION ORIENTATED:** the ability to focus on & complete work and tasks, be proactive and use initiative.
- **Lead by example.** In MSF Australia, the following five values form the foundations of our culture: **T**ransparency, **R**espect, **U**nderstanding of Diversity, **S**tepping In and Collabora**T**ion. As a leader, your behaviours and actions are expected to consistently reinforce these values

DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	