

The Stroke Foundation is a national not-for-profit organisation that works with stroke survivors, carers, health professionals, government and the public to reduce the impact of stroke on the Australian community. Our mission is to Prevent Stroke, Save Lives, Enhance Recovery.

Purpose of the division

The Stroke Foundation's Gifts in Wills fundraising program aims to inspire and encourage more people to include charitable bequest gifts for the Stroke Foundation in their Wills. This will ultimately lead to increased levels of funding for our stroke programs and services.

Purpose of the role

We have an opportunity for a confident, professional and personable individual to join our team and nurture relationships with Gift in Will (GIW) supporters through phone conversations and direct mail activities. Reporting to the National Manager, Gifts in Wills, you will communicate with GIW supporters to confirm and maintain their GIW commitment and increase the number of confirmed Gifts in Wills. You will also actively manage relationships with supporters who have already included a gift in their will.

Key responsibilities

- › Inspiring existing supporters to include a gift to the Stroke Foundation in their Wills.
- › Maintain accurate supporter information records and assist the National Manager, Gifts in Wills with other relevant activities to increase GIW supporter numbers and ultimately income from gifts in Wills.
- › Respond promptly and appropriately to requests for information about GIW from existing supporters and members of the public.
- › Accurately assess, qualify and classify the level of interest and commitment from supporters to including a GIW, including all leads generated by direct response activities.
- › Maintain and nurture positive relationships with supporters within the GIW Program with regular telephone or written contact.
- › Ensure appropriate prompt, personalised acknowledgement of donations and other contributions from GIW supporters.

Your background

- › Relevant tertiary qualifications in fundraising or a related field (desirable).
- › Exceptional customer service and relationship management skills, with clear ability to relate to people of varied ages and cultural backgrounds, particularly the elderly.
- › Previous experience in GIW / bequest fundraising programs, supporter relationship management / donor liaison and community fundraising (desirable). Experience in areas of sales, marketing and customer service would be considered.
- › Excellent phone technique, displaying a mature, ethical, professional manner that exhibits sensitivity, tact and discretion along with a commitment to a high standard of performance.

What's on offer?

A flexible, innovative and dynamic organisation with engaged, knowledgeable staff and volunteers with the added benefits of competitive remuneration and salary packaging.

This is a fantastic opportunity to work with one of Australia's leading not-for profit organisations that has a positive influence on the lives of thousands of Australians each year. If you are passionate about making an impact, and want to be part of an organisation that is making a real difference in people's lives, please forward your resume with a covering letter to recruitment@strokefoundation.org.au

The Stroke Foundation embraces inclusion and diversity and strongly encourages Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds to apply.