

# UNICEF AOTEAROA NEW ZEALAND

## Position Description

<b>Position title</b>	<b>Donor Support</b>
<b>Reports to</b>	<b>Data Process Manager &amp; Frontline Support Team Leader</b>
<b>Employment status</b>	Permanent Part-Time
<b>Location</b>	Wellington
<b>Hours of work</b>	15 hours per week
<b>Position summary</b>	The Retention team is responsible for calling our valued donors and engaging with them in a positive and friendly manner to ensure their support for our work with children continues and the supporter feels valued and appreciated.

## About UNICEF

UNICEF is the world's leading children's agency. We work in 190 countries to help children survive and thrive, providing clean water and sanitation, education, healthcare, nutrition, and child protection. We are mandated by the United Nations to advocate for the protection of children's rights, to help meet their basic needs and to help them to reach their full potential. Our mission is to create a better world for every child. We believe every child must be given the chance to become a productive member of society and must have the right to be heard.

UNICEF Aotearoa is one of 33 National Committees working to raise funds for UNICEF's lifesaving work and to advocate for children's rights and wellbeing. With offices in Wellington, Auckland and Christchurch, we are a dedicated team of staff working in the areas of fundraising, communications, child rights, and international program quality, design, and contract management.

## Our Vision

Mō ngā tamariki katoa  
For Every Child, Everywhere, Every Chance to Thrive

## Our Purpose

We grow the movement of people standing with us to save children's lives wherever they are; defend their rights and help them realize their potential

## Our Values

<b>Whakamanakitanga</b>	We care
<b>Whakakaha</b>	We never give up
<b>Whakamahi</b>	We get things done
<b>Whakapono</b>	We act with integrity
<b>Whakarongoā</b>	We listen, see, heal, reach out to you

## Role Purpose

The Retention team is responsible for calling our valued donors and engaging with them in a positive and friendly manner to ensure their support for our work with children continues and the supporter feels valued and appreciated.

## Key Responsibilities

Key Accountabilities	Outcomes Required
Welcome new donors	<ul style="list-style-type: none"> <li>Call new donors to welcome them and make them feel special and valued and an important part of UNICEF's work with children that helps retain these donors for the long term</li> </ul>
Re-engaging donors	<ul style="list-style-type: none"> <li>Thank donors for their valued support and re-inspire them to continue and update the donor's payment details.</li> </ul>

Experience	Essential	Desirable
Friendly and helpful telephone manner	✓	
Previous customer service experience required	✓	
Previous CRM database entry required		✓

Personal Qualities	Essential	Desirable
Highly motivated with a 'can do' attitude	✓	
Detailed and Accurate	✓	
Honesty and Integrity	✓	
Initiative, judgement and empathetic	✓	
Willingness to learn	✓	
Work co-operatively within a team	✓	
Well organised and able to prioritize workload	✓	