

## **POSITION DESCRIPTION – BLX CAMPAIGN SUPERVISOR AU**

*Hands For Hope (H4H) is an incorporated body and a registered charity under Australian Charities and Not-For-Profits Commissions. We are a non-political and non-religious organisation established in Melbourne Australia in the year 2000.*

*Our mission is to reduce poverty in Vietnam by providing access to education and corrective surgery for disadvantaged children.*

<b>Position Title</b>	: Fundraising Campaign Supervisor (Lucky Money Pocket/BLX)
<b>Reports To</b>	: Business Manager
<b>Direct Reports</b>	: Business Development Officers and Volunteers
<b>Key collaboration</b>	: Finance Team, Marketing Team, Fulfilment Team, VN Office staff
<b>Employment Type</b>	: Project based
<b>Salary</b>	: Attractive (2 month project Jan – Feb 2019)
<b>Work Location</b>	: Melbourne/remote access
<b>Date Approved</b>	: December 2018

Hands For Hope Australia runs a series of high profile fundraising campaigns throughout the year. We are currently seeking a hands-on Fundraising Campaign Supervisor (BLX Campaign) to deliver our merchandise sales campaign across Australia including end to end campaign execution, managing volunteers, stock management, sales, fulfilment, customer services and reporting.

You are keen learner who is commercially astute and enjoy a people-focused role. You are a culturally fit because you understand the emotions attached to giving, and the power of story-telling to positively communicate our work and whilst achieving sale targets.

Your passions and values are aligned to Hands For Hope Mission to reduce poverty in Vietnam. Your interest and commitment to our cause is central to why you want to become H4H's Fundraising Campaign Supervisor. You uphold these values at all times and foster a respectful and supportive working environment with all staff and volunteers.

### **Responsibilities**

- Create effective strategies to maximise sales and execute campaign from end to end
- Ensure campaign targets achieved including financial and non-financial targets
- Developing business and maintain relationships with customers
- Lead, manage, motivate and empower the fundraising team to ensure that the team, including staff and volunteers, are professionally developed to produce targeted outcomes
- Managing the order process, accurate fulfilment activities from end to end

☎ 0401 557 809    🌐 [www.handsforhope.org.au](http://www.handsforhope.org.au)    ✉ [hello@handsforhope.org.au](mailto:hello@handsforhope.org.au)

📍 PO Box 809, Sunshine MDC Victoria 3020 Australia

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- Handle other outbound activities and attend to customer queries and complaints
- Manage logistics information relating to dispatch, custom, quotation, sales order, costs etc...
- Stock management including stocktake
- Periodical sales and campaign reporting and analysis

### Requirements

- We are always open; candidate must be available after hours and weekends/public holidays/on call during campaign
- Have the ability to work under pressure, follow structured process to meet customer demands
- Be highly system-literate with a good aptitude for accurate record keeping in Excel
- Be an independent self-starter with a high level of initiative, conceptual and analytical skills
- Effective in both verbal and written communication for both professional English and conversational Vietnamese to convey key deliverables to all stakeholders
- Excellent organisation and interpersonal skills
- Experience in project/campaign or event management
- Demonstrated results in business development and/or fundraising
- Adept at people management, building relationships with customers, sponsors, volunteers
- The ability to motivate, influence, resolve conflicts and make difficult decisions in a timely manner
- You have a strong network, whose members can and are willing to support your mission at H4H. You are comfortable liaising and networking with various stakeholders. You represent H4H in public engagements and champion for our cause

### Other requirements:

- Own car, personal computer, mobile phone, confidence in the use of email and internet
- Familiar with Google, Microsoft or similar product suite.
- Must have experience in using Microsoft Excel (or similar spreadsheet product)
- Must have storage to store some stock on hand for fulfilment
- Flexible working hours to accommodate time zone difference between Australia (GMT+11) and Viet Nam (GMT+7:00)

### What We offer you?

- Purpose, Giving, Supportive and Fun working culture. Total rewarding
- Flexible working hours
- On going training and career development opportunity
- Opportunity to travel interstates
- Allowance and negotiable commission

### APPLICATION CLOSING DATE

Application closing date: 6PM 26/12/2018. Available to start immediately

For a confidential discussion, please send your enquiries to [hello@handsforhope.org.au](mailto:hello@handsforhope.org.au)

Email your application (Cover letter, CV and 2 references) to the above email

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