



Position Description

Fundraising and Engagement Officer

POSITION TITLE	Fundraising and Engagement Officer
TEAM	Engagement
LOCATION	Ballina, NSW and travel within the Northern Rivers Region
MANAGER	Head of Marketing and Engagement
STATUS	Part time
HOURS	0.6/8 FTE
REMUNERATION	This position is classified as Level 4 under the Social, Community, Home Care and Disability Services Industry Award 2010. Above award remuneration is negotiable based on relevant qualifications and experience.

About us

Human Nature Adventure Therapy (Human Nature) is an independent, non-profit organisation uniquely supporting young people aged 14 – 18 in the Northern Rivers who are experiencing mental health challenges. Based in Ballina NSW, we aim to empower our most at-risk young people to navigate life's challenges – transforming trauma and disadvantage into healing and growth through innovative nature-based therapy programs.

Position summary

The Fundraising and Engagement Officer works closely with the Head of Marketing and Engagement and the Grants and Philanthropy Manager to support the effective delivery of fundraising campaigns, donor stewardship initiatives, grant support and corporate engagement activities. This role provides administrative and logistical support across both fundraising and marketing, ensuring accurate donor and grant records, and contributing to the delivery of exceptional supporter experiences. This role plays an important part in building strong systems and communications that foster donor engagement, retention and impact awareness. The Fundraising and Marketing Officer also contributes to a positive organisational culture that values both internal and external relationships, astute use of resources, and the wellbeing of young people at all times.

Grants coordination and support:

- Support the Grants and Philanthropy Manager in the management of the grant lifecycle by providing administrative and logistical assistance in tracking, reporting, acquitting, and preparing submissions.
- Contribute to the development of compelling grant proposals by gathering data, program insights, and relevant documentation.
- Monitor the execution of grant-funded activities in partnership with the lead staff member, ensuring documentation and reporting meet grantor expectations.
- Collaborate with the program team to gather performance data that effectively demonstrates the impact of funded projects and programs.

Donor relationship and database management:

- Maintain rigorous quality control over all donation processing procedures, including gift entry, receipt, acknowledgment and timely responses to donor enquiries.
- Support the implementation of the donor communications strategy, including electronic direct mail (EDMs) and other fundraising collateral, ensuring consistent brand messaging and effective campaign execution.
- Establish processes to systematically capture donor feedback and contribute to continuous improvement in communications and supporter experience.
- Manage and maintain the donor database (Little Green Light), ensuring accurate, timely, and consistent data entry across CRM platforms (LGL, Raisely, Mailchimp).
- Support the development and delivery of engaging communications that create a positive and personalised donor journey.
- Coordinate preparation of materials and record-keeping to support the CEO and Founder in major donor meetings and stewardship activities.
- Conduct donor research and maintain profiles on prospective donors, foundations, and corporates to inform relationship development.

Supporter engagement and campaign coordination

- Assist in the execution of fundraising and awareness campaigns, supporting digital and print content creation, appeal set-up, scheduling and logistics.
- Support the Head of Marketing and Engagement in implementing the corporate partnership strategy through research, preparation of materials and logistics.
- Monitor and report on fundraising performance against key metrics, including donor acquisition, retention and gift activity.
- Contribute to the planning and execution of donor and stakeholder engagement activities and events.
- Coordinate the donor stewardship matrix and calendar, ensuring timely and appropriate recognition of supporter contributions.
- Support the production of briefing documents and donor packs for meetings led by the CEO, Founder, or other senior leaders.
- Manage donor event logistics including guest list preparation, invitation coordination, RSVP tracking, and post-event follow-up.

Selection criteria

Personal attributes:

Aligned to the Values of Human Nature:

- Positively challenging – you will embrace change and see challenges as opportunities.
- Power in connection – you will connect and collaborate with others who share our passion.
- Inspired by Nature – you will have a connection to the natural environment and its positive impact on lives.
- Seeking solutions through adventure – you will have the ability to explore new and different ways of doing things.

Compassionate attitude and understanding of the needs of vulnerable young people, mental health and the therapeutic benefits of nature

Essential criteria:

- Degree in relevant field (e.g. Journalism, Arts, Business, Marketing, Communications, Social Sciences) or equivalent work experience
- Minimum two years relevant experience in a similar role
- Australian residency
- Current unrestricted Australian Driver's licence
- NSW Working with Children Check, and clear Federal Police Check

Key skills:

- Strong written and verbal communication skills with the ability to engage and persuade a variety of stakeholders
- Proven experience using CRM platforms for donor tracking and reporting
- Understanding of campaign development and delivery in a fundraising context
- Experience using platforms such as Raisely, Little Green Light, and Mailchimp
- Ability to gather and synthesise information to support fundraising, reporting, and strategy
- High-level organisation and time management, with attention to detail
- Familiarity with data accuracy and segmentation practices in fundraising
- Demonstrated ability to maintain donor confidentiality
- Understanding and commitment to child safeguarding, ensuring that the safety and confidentiality of clients is paramount and that sensitive information is protected