

POSITION DESCRIPTION

Job Title:	Donor Relations Assistant
Classification:	SCHADS Level 1
Business Unit:	Red Nose Clothing Collections
Reports To:	Donor Relations Officer & SA Supervisor
Direct Reports:	None
Location	Donation Centre, 1/1 Sleaford Road, Windsor Gardens, SA 5087
Hours	30.4 hours per week over 4 days per week
Date created/updated:	18 August 2025

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

The Red Nose Clothing Collection and Recycling Program (RNCC) is a social enterprise run by Red Nose. We collect donations of pre-loved clothes and household goods and recycle them through our retail shops in partnership with Savers. Every dollar we make is invested back into our programs to support families and save little lives.

RNCC currently operates in VIC, SA and NSW.

Position Purpose

The Donor Relations Assistant provides valuable support within the Clothing and Collections Team, assisting the Donor Relations Officer to provide exceptional service for the donors of RNCC.

Under close supervision, the Donor Relations Assistant responds to all forms of donor contact, including answering phone calls and returning missed calls in a timely professional manner.

The Donor Relations Assistant is also responsible for data input, ensuring that incoming and outgoing stock figures are recorded accurately.

As the face of our RNCC business, building excellent relationships is vital.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Clothing and Collections Team nationwide • Additional drivers, staff, volunteers and contractors 	<ul style="list-style-type: none"> • General Public • Business Collaborative Teams • Other Regular Donors

Key Tasks		Key Performance Indicators	
<ul style="list-style-type: none"> • Responds in a welcoming and professional manner to all forms of donor contact and, with support and guidance, efficiently resolves queries and requests (including via phone, email, social media interactions, and drop in visitors to the SA Warehouse) aiming to leave an excellent lasting impression and to encourage re-use of our services. • Responsible for digital record keeping, completion of weekly data entry for incoming and outgoing call records and logs. Assists with inputs into monthly performance reports. • Assist with social media i.e. supporting creating/adding posts, answering comments and messages • Works closely alongside the Donor Relations Officer to ensure that all donor requests are communicated to the driving team. • Attends and contributes positively to weekly and/or monthly nationwide clothing team meetings • Positively contributes to an excellent high performing team culture • Maintains a safe working environment • Other tasks as reasonably requested 		<ul style="list-style-type: none"> • Reliable, punctual, takes appropriate breaks • Completes all tasks in a timely and reasonable manner • Communicates clearly, professionally and proactively • Demonstrates exceptional customer service • Donor communications returned within one working day • Raises a hand to contribute when needed, collaboratively helps others • Contributes positively to growth and continuous improvement discussions • Treats all team members equally, with respect and in accordance with Red Nose's values • Raises any concerns and/or feedback in real time, appropriately and via the correct channels • Maintains appropriate workplace behaviours • Completes all required training by due date, adheres to all compliance and health and safety requirements • Proactive in assessing own performance and identifying further training or support required 	

Experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Stable job history • Experience in a customer-oriented environment
Desirable	<ul style="list-style-type: none"> • Experience in a similar role with similar demands • Experienced at handling difficult complaints with grace

Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> • Able to stay focused in front of a computer screen throughout working hours • Numeracy skills • Written and verbal communication skills to be able to communicate effectively with donors and RNCC teams nationally • Reliable, with the ability to work effectively independently on routine tasks as well as work well within a team • Sound interpersonal and customer service skills • Ability to work calmly and effectively under pressure, and handle difficult situations with grace and tact

Personal Attributes

Essential	<ul style="list-style-type: none"> • Behaviour strongly aligned to the values of Red Nose • Problem solving orientation, with a genuine desire to help grow a thriving team and clothing collection operation • A friendly, respectful and helpful personality • High level of personal accountability and self-drive, with a positive 'can do' attitude • Empathy, kindness, compassion, integrity, diplomacy and tact.
Alignment with Red Nose Values	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working with passion for our cause

Quality, Safety and Improvement

	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Exercising a duty of care for own health and safety and the health and safety of others • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with all relevant competency standards
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Checks – employment subject to:

- Police Record Check
- Current Australian Drivers Licence
- Working with Children Check
- Full Australian work rights

Authorisation

Position authorised by: RNCC National Manager

Employee signature: