

	Position Title: Face to Face Fundraiser (Internal)	Team: Marketing Communications and Development	Region: Central
	Supervisors: Face to Face Team Leader	Delegations and Authorities: In Line with Delegations Policy	Band: A

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>Berry Street's Development Team is committed to strengthening and growing the organisation's position in the community and increasing independent income.</p> <p>This is a role to join the In-house Berry Street Face to Face Fundraising Team and support the growth in the regular giving income area for Berry Street. The purpose of the role is to inspire individuals to become regular donors to Berry Street via street, shopping mall or door to door campaigns.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>The primary objectives of the role is to inspire and recruit new regular monthly donors via ongoing automatic payment methods. (e.g. direct debit and credit card).</p> <p>This involves, building rapport with members of the public, explaining how to donate to Berry Street and collating their personal and payment details. It also involves being an active member of an enthusiastic Face to Face fundraising team, and working in accordance with Berry Street's policies and procedures and within the appropriate compliance and Code of Conduct frameworks.</p>
REPORTING RELATIONSHIPS	<p>This role is based at sites (streets, shopping malls and door to door) around Melbourne, with some potential travel trips around regional areas. It is part of the broader Development Team which also includes Marketing, Communications and Media which is based at the Central Office in Richmond.</p> <p>This role reports to a F2F Team Leader who will provide supervision and review.</p> <p>This is a casual position.</p>

KEY SELECTION CRITERIA

- Must hold full legal working rights in Australia (Working Holiday Visa accepted)
- Be an excellent communicator and have the ability to build rapport with a diverse range of individuals in various settings (streets, shopping malls, door to door)
- Have a passionate, motivated and bubbly personality which will be evident in all interactions with members of the public and potential donors
- Be an honest and friendly team player who is able to work towards shared objectives and targets whilst also being able to take initiative when necessary
- Be determined, resilient and have a strong work ethic as well as take pride in representing and being the face of Berry Street
- Value and commit to Berry Streets cause and purpose

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Strong written and verbal communication skills as well as engagement skills
- Ability to achieve and maintain individual fundraising targets whilst also upholding the quality and retention of donors
- Capacity to maintain compliance of the program within the team and also adhere to relevant standards, procedures and legislation
- Demonstrated ability to represent Berry Street in the best possible manner at each site and ensure effective and efficient acquisition of donors
- Be an advocate in making a positive contribution to thousands of young people in need

QUALIFICATIONS AND OTHER REQUIREMENTS

- A genuine interest and passion in Berry Streets cause
- Staff must hold a valid WWCC, and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Previous sales, hospitality, retail or direct customer service experience
- Available to work at least 3-4 casual shifts per week

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Fundraising	<ul style="list-style-type: none"> • Deliver on KPI target requirements, including personal targets as set out by the Face to Face Team Leader or Manager. • Actively engage with as many members of the public (potential donors) as possible during each shift • Use open questions to build rapport and understand the donors values using a warm and friendly approach • Use effective questions and storytelling to inspire members of the public to become regular donors • Maximise every conversation and ensure potential donors are provided the opportunity to become a regular donor, providing regular giving is suitable for that individual (age, income etc.) • Thank everyone you engage with, be polite and friendly always. (Thank people for their time)
Administration and Compliance	<ul style="list-style-type: none"> • Undertake job responsibilities in a manner consistent with Berry Street’s child safety protocols. • Adhere to the Public Fundraising and Regulatory Association’s (PFRA) and Berry Street F2F Code of Conduct. • Maintain health and safety standards in the field. • Monitor daily and weekly reports to ensure agreed KPI’s are being achieved. • Ensure iPads and other Berry Street equipment provided is handled and used securely while on site according to the iPad handling procedure. • Ensure you submit your timesheet on time • Always be on time to your shift, dressed appropriately.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia’s campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This is a casual position.
2. You will initially be employed at our Richmond office, however will regularly be required to work from other sites (on a temporary or permanent basis) as directed from time to time. You will be required to spend time in the face to face field operations which can include streets; shopping centres and door to door operations.
3. The base salary for this is SCHADS Level 2 PP1 \$24.56 + 25% casual loading on weekdays. For weekend work your hourly rate will be increased by penalty rates (150% Saturdays and 200% Sundays).
4. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
5. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
6. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
7. Berry Street has a smoke-free workplace policy

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regularly
	Work retail hours with the possibility of extended hours.	Regularly
	Work in various locations such as shopping centres and street locations.	Daily
	Work in buildings which may be two-storey.	Daily
	Standing / walking for extended periods.	Daily
People Contact	Liaise with members of the public, your fellow members, team leader and manager, as well as various stakeholders within Berry Street.	Occasionally
	Interact with members of the public	Daily
Administrative Tasks	Undertake administrative tasks which may include the following: Online learning modules, timesheets, participating in meetings, concentrating for long periods of time, reporting to your team leader.	Daily
	Use technology including iPads on a daily basis	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasionally