



JOB DESCRIPTION

Position:	Donor Relations Coordinator
Team:	Communications and Fundraising Department
Status:	Full time with flexible hours
Location:	Hanoi
Last updated	August 2024

Job purpose

To coordinate an excellent team of fundraisers in the Blue Dragons Donor Relations team.

Job Context

Blue Dragon Children's Foundation is on a mission to end human trafficking. We believe that every child deserves exceptional care and a chance to thrive. Blue Dragon kids are street kids, children with disabilities, and young people who have been trafficked. After rescuing children from danger and slavery, we reunite them with their family and provide all the services needed for recovery and growth while advocating for improvements to policy and law.

The Communications and Fundraising team ensures the success of Blue Dragon's work through fundraising, communications and marketing, and by maintaining our excellent reputation with donors, sponsors and the wider community.

Blue Dragon is a child-safe organisation, committed to the protection and exceptional care of children. We require all staff and volunteers to agree to and abide by our Child Protection and Young Adult Protection Code of Conduct.

We offer equal employment opportunities to all qualified persons without discrimination or harassment. We will make any necessary job accommodation for persons with disabilities or special needs.

Key Objectives

- Uphold Blue Dragon's mission and values
- Provide guidance, support and leadership to team members

- Maintain and develop relationships with Blue Dragon's supporters
- Develop and implement team plans, tools and systems

Main responsibilities

The position responsibilities include leading the donor relations team to provide them support and guidance, while also helping to secure new fundraising opportunities for Blue Dragon.

You will work closely with the Communications and Fundraising Manager, the Fundraising Strategist, and the Major Gifts Coordinator.

Your responsibilities are expected to include:

1. Provide guidance, support, and leadership to team members:

- Lead weekly team meetings to keep track of each team member's activities and progress, and address the whole team's priorities.
- Mentor and support team members in achieving their individual and team goals.
- Foster a collaborative and positive work environment that promotes accountability, creativity and innovation.
- Conduct regular performance evaluations and provide constructive feedback.
- Report to the Manager on the team's performance.

2. Maintain and develop relationships with Blue Dragon's supporters:

- Create excellent donor experiences and develop relationships with donors including but not limited to major donors, corporate partners and fundraisers.
- Ensure timely responses to emails and inquiries from donors.
- Regularly communicate with donors to update them on their impact and express gratitude.
- Proactively explore opportunities for donor engagement and solicitation.
- Participate in networking and fundraising events.
- Host visitors, including arranging engagement activities for some groups as required.
- Work with the Communications team to build content on websites and social media, and develop promotional materials for fundraising purposes.

3. Develop, implement, and document team plans, tools and systems:

- Collaborate with the Fundraising Strategist and team members to create stewardship plans and fundraising strategies with different types of donors.
- Set clear goals for the team and regularly assess progress.
- Effectively utilise the donor database system to maintain records of donors and analyse donors' giving preferences.
- Stay informed about giving trends and best practices to enhance cultivation and fundraising efforts.
- Create and review manuals related to working and communicating with donors.

Support

The Donor Relations coordinator supports members of the Donor Relations team and is closely supported by the Communications and Fundraising Manager and the Fundraising Strategist.

Selection criteria

Essential

- Demonstrated commitment to Blue Dragon's values.
- Relevant qualifications and at least 3 years experience in Fundraising, Sales, Marketing, or Communications.
- Excellent English language skills, both written and oral; including the ability to write articulately, error-free and warmly.
- Excellent interpersonal and communication skills.
- Ability to lead a team, manage the team's performance and provide guidance for team members.
- Ability to organise and complete multiple tasks with short deadlines, paying close attention to detail.
- Ability to develop and implement initiatives to improve efficiency.
- Willingness to work out of hours and on weekends when required.
- Willingness to undertake occasional travel within Vietnam.
- Commitment to child protection and safeguarding.
- Has lived in Vietnam for at least two years.

Desirable

- Experience in working in a non-profit environment.
- Ability to use design software and photo editing.
- Excellent public presentation skills.