

Volunteer – Job Description

Role Title:	Events & Administration Support Volunteer		
Department:	Direct Marketing Team	Long term Or Short term	Midterm
Reports To:			
Day(s) per Week required:	1-2	Weeks / Months required:	6 months commitment, opportunity for ongoing
Start Date:	ASAP	Location:	Flexibility to work from home and/or the office

About MSF

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion, and natural disasters. MSF provides assistance to populations in distress irrespective of race, religion, creed, or political convictions.

The Australian section of MSF was established in 1995 and is one of 21 sections, 24 associations, and other offices that form the MSF global movement providing oversight and expertise, funding, and staff for field operations and communicating the needs of our patients. MSF Australia deploys over 200 field staff per year from Australia and New Zealand.

About the role

You will be working closely with two members of the Fundraising team to assist with crucial administrative tasks for the direct marketing and donor events programs. Excitingly, in December 2021, MSF celebrated its 50th anniversary and to mark the occasion, is organizing a Photo Exhibition across 4 cities to showcase the impact of the last half century. This is a major project that needs support, along with the support required to keep our regular fundraising programs running.

We are seeking an enthusiastic and knowledgeable volunteer to join our team. You will be reporting to the *Events & Community Fundraising Coordinator* and the *Gifts in Wills Coordinator*. The administration and data management that you will be assisting with forms an important part of the two respective programs and enables us to manage our communication with supporters in a timely manner. The donor events program is a critical component of our donor retention work, which seeks to deepen engagement with our donors and supporters and showcase the impact they have in the world.

Main tasks and responsibilities

- Enter donor/supporter details into the CRM
- Manage and update donor/supporter details in the CRM where needed
- Issue receipts for donors
- Review data on spreadsheets and make updates on the CRM where required
- Assistance with ad hoc administrative tasks where required
- Work on the development of process documents/ guides

Specific tasks relating to events support

- Providing support to the organising committee with all event related activities, including but not limited to sourcing and coordinating venues, caterers and other logistical aspects to the events
- If located in a city where the exhibition will take place, assist with the setup/running/packdown of the event itself
- Researching and tracking all related costs such as travel, accommodation etc (although this role is not responsible or accountable for the budget)

Essential skills

- Strong attention to detail
- Strong organizational and time management skills
- Strong skills in managing administrative processes
- Excellent spreadsheet and word processing skills
- Good communication skills both written and verbal
- Motivated team player

Desirable skills

- Previous experience with a CRM is desirable but not essential

Benefits of the role to the volunteer and for the organization

- Grow and diversify your skill set, experience, and knowledge
- Experience the day-to-day workings of two portfolios within the MSF Fundraising team
- Further develop administrative and organisational skills
- The volunteer is not only contributing to the overall success of MSF and this project but also helping a charitable cause