

## **POSITION DESCRIPTION**

<b>TITLE:</b>	<b>ENGAGEMENT ASSISTANT</b> [Fixed term contract]
<b>REPORTS TO:</b>	<b>ENGAGEMENT MANAGER (OR RESOURCE MANAGER)</b>
<b>LOCATION:</b>	<b>WELLINGTON</b>
<b>DATE:</b>	<b>OCTOBER 2020</b>

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### **ABOUT US**

Caritas Aotearoa New Zealand is the Catholic Bishops' agency for justice, peace and development. We are working on behalf of the New Zealand Catholic Bishops Conference for a world free of poverty and injustice through community development, advocacy, education, and emergency relief. We are part of the international Caritas Confederation of 165 Catholic relief, development and social service organisations.

### **POSITION PURPOSE**

You will support the wider work of the Engagement team and the wider organisation in accordance with the Caritas Strategic Goals. This will include taking phone calls and managing emails to ensure that callers and correspondents always receive a satisfactory response, acknowledgement or reply in a timely manner. Assistance with database updates, processing of donations and assisting with other office administration duties as required.

You will support the implementation of the engagement strategy that promotes the work of Caritas. You will also contribute to the production of the internal and external communications and work collaboratively with Caritas teams.

### **CORE RESPONSIBILITIES**

#### **Engagement and Resources responsibilities**

- Help implement Engagement and Resource teams strategies to maintain good donor relationships in order to grow annual income.
- Contribute to the implementation of the engagement strategy for Caritas Aotearoa New Zealand, which support our justice, peace and development programmes.
- Support good administration of the Caritas Education work for schools – especially during times when the education staff are away from the office.
- Assist in keeping the overall office clean and tidy.
- Support good administration of Caritas' photo and video libraries and database, including updating procedures and ensuring compliance for tagging photos and approval for use

- Support maintenance of the Caritas website to ensure that it is relevant, current and well utilised by new and existing Caritas stakeholders
- Support the design and layout of communication material and collateral using Photoshop, Indesign, LightRoom
- Assist with the development of printed newsletters, e-newsletters and use of Vega by preparing and reviewing content

### **Appeals and Projects**

- Contribute to the communication and processing of the Caritas Lenten Appeal, Seasonal Appeals and emergency appeals throughout the year e.g.: Co-ordinate Lent Speaking in Parishes.
- Process donations, and liaise with parishes and donors, where appropriate.
- Support various projects e.g., Caritas Gifts campaign, educational and parish campaigns and other projects as required

### **Relationship Management**

- Always be professional with all our supporters, donors and other communities with which we engage.
- Be available to Parishes and other groups on the work of Caritas for Engagement, Fundraising or Advocacy purposes including youth, schools, Maori, Pacific and other communities as appropriate.
- In conjunction with Resource manager and Communications Advisor support effective supplier relationships

### **Additional responsibilities may include**

- Support the use of Vega database and help keep it up to date and accurate.
- As required, proactively takes incoming calls to the office and take donations competently and completely
- Support the provision of regular media monitoring, website and social media reports to the Communications Advisor and Engagement Manager
- Help with opening mail, filing, photocopying and any other reasonable duties as requested.

### **INTERNAL RELATIONSHIPS**

- Engagement Manager
- Resource Manager
- Communications Advisor
- Working across all Caritas teams as required and with the CEO/ Director.

### **EXTERNAL RELATIONSHIPS**

- Donors and supporters that come to reception
- Donors and supporters who contact us by phone or email
- Other callers or correspondents who require a response or help from Caritas

- Parishes or Priests as appropriate and in accord with Engagement or Resource strategies.

## **SKILLS AND EXPERIENCE**

### **ESSENTIAL**

- Attention to detail, speed, accuracy and good communication skills
- Ability to manage a busy workload and to respond effectively to tight deadlines
- Commitment to the principles of the Treaty of Waitangi
- Commitment to the vision, mission and values of Caritas
- Current NZ Drivers Licence
- Competent in use of MS Office, Sharepoint and Vega.

### **DESIRABLE**

- Project management skills
- An understanding of Catholic social teaching and the Church environment
- Knowledge/awareness of Tikanga Māori and Te Reo

### **COMPETENCIES**

- Attention to detail
- Excellent verbal and written communication skills
- Planning and organisation skills
- Resilient
- Self-motivated
- Team player
- Solutions focused