

Supporter Engagement Officer

Employer: Australasian Centre for Corporate Responsibility

Work Type/s: 4 or 5 days/week. Please specify your preference when applying. Flexible hours available.

Salary: \$60,000-\$80,000 + super depending on experience [pro rata if part time]

Sector/s: Not For Profit (NFP)

Location: any Australian location, working from home (supported by ACCR); or Sydney or Canberra office. Easy access to Sydney is preferred.

Job posted on: 8 April 2022

Applications close: 9am on 2 May 2022

Role Context: This role sits within the Supporter Engagement team and ensures the success of the team through excellent planning and project management and fastidious attention to detail in operations and logistics. The Supporter Engagement Officer looks after ACCR's large community of shareholders, managing their registration with ACCR, preparing documentation for filing shareholder resolutions, inspecting company share registers and coordinating attendance at AGMs. They will be comfortable using different software and platforms to increase efficiency, e.g. using Salesforce effectively for records management and MailChimp for large scale communications. They will delight in providing a great experience for all ACCR supporters in all their interactions with us, responding to email and phone enquiries. They may assist with online and in-person events planning and management, and preparation of publicity and educational materials.

Background: ACCR challenges companies to respond to the most important issues of our time, like climate change and human rights, and in how they treat all of their stakeholders, including workers and First Nations communities. We were founded as a non-profit organisation in 2012, and since that time we have promoted ethical investment and assisted investors through education, research, collaboration, engagement and advocacy. Thanks to a heightened awareness of the importance of our work, and the urgency of the issues - like climate change - that we work on, we are growing rapidly. More information about our latest work can be found in our FY21 Annual Review: <https://www.accr.org.au/2020-2021/>.

What we offer: ACCR has a dynamic team of over 25 driven and experienced staff, mostly based in Australia. We value peer learning and each of us has a professional

development budget. We enjoy flexible work hours and supportive home-based working for those who want it. Personal leave is double the statutory requirement, plus extra leave from Christmas to New Year. Our Employee Assistance Program also includes our employees' households. Due to our high levels of staff satisfaction and engagement, ACCR won one of Voice Project's Best Workplace Awards for 2021.

Contract term: This role will be for an initial one year contract, starting ASAP, with the aim that the role will become permanent after that.

Reporting to: Director of Development and Supporter Engagement

Key Relationships: Supporter Campaigns Manager

Responsibilities

The role will include the following types of tasks:

- Assisting to execute ACCR's supporter engagement strategy
- Assisting with communications with supporters by email, phone and newsletters
- Assisting to maintain records, databases, publicity material and website content
- Undertaking logistics for lodging shareholder resolutions and attendance at AGMs e.g. attending share registries, printing, postage, ordering couriers, preparing forms
- Planning logistics and managing the implementation of webinars and events
- Assisting with data analysis about supporter engagement
- General project management and administrative assistance

Selection Criteria

We're looking for someone with these types of skills and experience in the following areas:

- Exceptional attention to detail and organisational skills
- Ability to quickly learn and accurately follow processes
- Willingness to undertake basic office tasks as well as suggest and implement improvements and participate in strategy discussions
- An aptitude for using technology, updating databases, and managing records and en masse communications
- Ability to draft content and correspondence for a professional audience
- Demonstrated ability to operate in and maintain composure in a fast-paced environment
- Willingness and capability to learn the legal and regulatory framework impacting on companies as they apply to the role, and carefully adhere to them
- Excellent interpersonal and verbal communication skills, ideally with experience engaging with supporters, clients or customers

- Experience in an office environment and with operational or administrative duties would be an advantage
- The ability to work within a remote based team
- A passion for ACCR's mission to promote ethical investment and our work in relation to climate, human rights and workers' rights, and our values including valuing diversity

Application Guidelines

To apply, please email the below to careers@accr.org.au, with the subject line Supporter Engagement Officer:

- Your up to date resume.
- Up to 300 word cover letter explaining why you are interested in the position, also noting how many days and the location from which you wish to work.
- Up to 500 word statement addressing the Selection Criteria above, giving examples of your relevant experience or how you have demonstrated the skills listed. You should prepare your Statement without reference to the other parts of your application and without using identifying information about you (e.g. your name, age, ethnicity, gender) as it will be de-identified and reviewed separately to your resume and cover letter.

ACCR encourages applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders. ACCR has policies on anti-discrimination and equal opportunity to which all staff are expected to adhere.

If there is anything we can do to make this recruitment process more accessible or safe for you due to your lived experience or circumstances, please let us know.