

Finance Officer, Donations Corporate Services



CANDIDATE INFORMATION PACK
CLOSE DATE: Midnight, 12 January 2015

Position Description

Finance Officer, Donations

Classification:	CARE Band 3
Department:	Corporate Services
Branch:	Finance
Location:	Canberra
Position reports to:	Finance Manager, Australian Operations
Position Type:	Fixed Term, 10 months

About CARE Australia

CARE is an international humanitarian aid organisation fighting global poverty, with a special focus on working with women and girls to bring lasting change to their communities. As a non-religious and non-political organisation, CARE works with communities to help overcome poverty by supporting development projects and providing emergency relief. We know that supporting women and girls is one of the most effective ways to create sustainable outcomes in poor communities. We depend on support from the Australian public to carry out our work.

CARE Australia is a member of the **CARE International confederation**. We strive for a world of hope, tolerance and social justice, where poverty has been overcome and people live in dignity and security.

For over 26 years, CARE Australia has earned an international reputation for our ability to respond quickly to emergency situations in countries as diverse as Haiti, Pakistan and East Africa. We are also renowned for our innovative, sustainable and effective long-term development projects. All our projects are designed to equip the people we support with skills and resources so they can take charge of their lives and work towards a better future.

CARE Australia is directly responsible for program design, implementation, monitoring and evaluation, as well as management and contractual control of all projects. As a consequence, we have a high degree of accountability and transparency. CARE Australia is committed to protecting the rights of children in all areas we work around the world.

About the Department

The Corporate Services Department is responsible for the development of corporate policy and the delivery of professional services and advice to CARE Australia in relation to human resources, financial management, business support, and information technology. The Department plays a pivotal role in organisational change by collaborating with business units to enable the delivery of desired organisational outcomes and the meeting of/or exceeding of agreed service delivery expectations. The Department delivers corporate administrative support to meet the needs of a geographically dispersed number of internal clients in Australia and in our country offices.

The Finance Branch is divided into two responsibility groups, being those responsible for National Office finance and accounting and those responsible for Country Offices finance and accounting. The groups must work closely together to ensure that financial information is provided efficiently and effectively. The Finance Branch provides assistance and support to CARE Australia managers in discharging their financial management responsibilities, financial information for strategic decision-making purposes and processing financial transactions.

About the Role

This role manages the processing and receipting of donations received by CARE Australia from the Australian public. This involves ensuring that all donations are coded promptly and accurately and that public donors are provided with a receipt of their donation. The role is responsible for overseeing the work undertaken by casual data entry staff and liaising with the Marketing and Communications Department who are responsible for donor management. The role works closely with other members of the Finance Branch to ensure the transfer of donations information into the finance system.

Key Responsibilities

- Update, extract and analyse complex data from the donor management system for a number of reports including month end and annual reports.
- Liaise with other departments including the Marketing and Communications Department to respond to donor queries and ensure adjustments are made to the donor management system (Raisers Edge) and the CARE Australia finance system as required.
- Ensure the timely reconciliation of the values between bank statements, Raisers Edge and the CARE Australia finance system to ensure accuracy is consistent across all systems.
- Manage a team of casual staff to ensure the timely and accurate recording of donations income daily.
- Bank cash and cheque donations daily, and prepare and issue receipts to donors.

Selection Criteria

Please provide a short statement against the following criteria:

- Demonstrated ability to oversee and monitor staff.
- Demonstrated experience in a data entry or accounts reconciliation role.
- Demonstrated ability to update and maintain an information management system and the ability to extract and analyse complex data. Experience with fundraising software (preferably Raisers Edge) desirable.
- Demonstrated initiative, attention to detail and proven high level organisational and time management skills including the ability to manage workflows and balance competing priorities to ensure timely processing to meet deadlines.
- Demonstrated ability to respond effectively to challenges, to work effectively in a small, diverse and busy team environment with minimal supervision.
- Strong written and verbal communication skills.
- Demonstrated ability to maintain effective working relationships with cross functional teams.

CARE Australia Terms and Conditions for Australian based staff

Position Title: Finance Officer, Donations
Department: Corporate Services
Location: Canberra
Employment Type: Fixed Term, 10 months

Salary Package CARE Band 3 (\$53,268 - \$64,734)

\$53,268	Base Salary (includes a Fringe Benefits component of \$15,900)
\$5,060	9.5% Superannuation
\$58,328	Total Package

As a CARE Australia employee you can access generous tax concessions, and one such concession is exemption from Fringe Benefits Tax (FBT). 'Fringe benefits' is the legal term used by the Australian Taxation Office to describe payments made through salary packaging. A fringe benefit is a reimbursement of an employee's personal expenses (e.g. mortgage, rent, rates, loans, school fees, credit cards).

This means that CARE Australia can pay/reimburse an employee's personal expenses (up to **\$15,900** per year) and the employee pays **no tax** on this money. This amount is **in addition** to your normal tax-free threshold for salary (\$18,200 p.a.).

The fringe benefits component means the base salary has a higher overall commercial value. Depending on your individual circumstances the commercial value of this salary can be approximately \$61,643 - \$73,109. To understand how this could impact on you, you may wish to seek independent financial advice. Full details will be given to short listed candidates if requested.

Employment details: This full time, fixed term position is subject to probation. All entitlements are set out in the CARE Australia Contract of Employment. Full employment conditions are set out in the CARE Australia Human Resource Policy Manual.

Working Hours: All full time employees work 37.5 hours per week. Each full time employee is expected to work 7.5 hours during the course of a working day.

Travel: Travel as necessary in response to requirements of the position within Australia and/or overseas.

Please Note: CARE Australia's salary structure is based on 8 Bands and within the bands, five salary points. It is usual for people commencing with CARE Australia to be placed on Point One of the relevant band with further progression through the bands related to the ongoing performance appraisal process. The Base Salary Package listed in this document is Point One for the relevant salary band.

How to apply and additional information

To apply:

You must complete the online Application Cover Sheet or a word version of the Application Cover Sheet. Links to these documents can be found with the advertisement on the vacancies page of the CARE Australia website: <http://www.care.org.au/vacancies>

Then email a brief statement addressing the Selection Criteria (found within the Position Description) along with your current CV to: jobs@care.org.au The subject line of your email should read: **LAST NAME, First Name + Position Title + Position Location.**

Applications close: midnight, 12 January 2015.

Before submitting your application, please ensure you can answer 'yes' to the following:

1. Have you completed the coversheet?
2. Have you included your CV?
3. Have you addressed the Selection Criteria?
4. Have you included current contact details and clearly outlined which role you're applying for?
5. Is your application succinct and informative?

Questions about the role?

Please contact: Karen Benedict, Finance Manager Australian Operations on 02 6279 0233 or karen.benedict@care.org.au (please do not email applications to this address).

Right to work in Australia for international applicants

CARE Australia is not in a position to sponsor entry to Australia. In applying for an Australian based position you will be expected to already have a valid Australian work permit (permanent residency or applicable work visa). Information on Australian visas and working entitlements are available from the Australian Government Department of Immigration and Citizenship.

Child protection

CARE Australia is committed to protecting the rights of children in all areas we work around the world. Applicants are advised that CARE Australia reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment. For more details, please read our [Child Protection Code of Conduct](#).

The recruitment process and expected timeframes

CARE Australia appreciates the time and effort taken to apply for a position with us. We are committed to ensuring all recruitment processes are fair, efficient and transparent and we are committed to equal opportunity and diversity in the workplace. Due to the volume of applications CARE receives, unfortunately we are unable to respond to all applicants or notify unsuccessful candidates who did not progress to interview. However, below is some information on how our recruitment processes generally work and expected timeframes:

- All vacant positions are advertised on our website;
- Unless otherwise stated, roles are advertised for a minimum of 2 weeks;
- We aim to complete the short-listing process within 2-4 weeks following the close date of applications; and

- Selection committee interviews are held for a select number of candidates either face-to-face or via the telephone, ideally within a month following the application close date;
- Additional background checks may be required prior to interview such as Working with Children, Criminal History, Right to Work and Working Visas;
- Referee checking of the preferred candidates happens in the week following interviews. Referees will not be contacted without prior permission; and
- An Offer of Employment will ideally be made within a week of interviews.

If you have any requirements that need to be considered as part of this application process, e.g. interpreter, disability, longer time allocation for interview, etc, please do not hesitate to let us know.

Tips on how to prepare your application

Your application is the first step towards a rewarding career with CARE Australia and our first impression of you. Therefore, it is important that you give yourself the strongest opportunity to succeed right from the beginning. Our tips on applying for jobs is a helpful guide to writing your application, including responding to the selection criteria.

To improve your chances of selection we recommended that you:

- Thoroughly research CARE Australia, including our organisational goals, values, mission and vision;
- Carefully read the Position Description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications;
- Carefully read the Terms and Conditions and check whether you are eligible to apply, and that the salary and entitlements match your expectations; and
- If you wish to discuss the position, the selection process and the work environment, please phone the contact officer outlined in the candidate information pack.

Follow the online directions, complete all the necessary fields and provide all relevant information so your application is submitted correctly. The steps are as follows:

1. Underneath the links to the Position Description and Terms and Conditions, at the bottom of each vacancy announcement there are two links to the CARE Australia Application Cover Sheet either complete it via the website (preferable) or download the WORD version and email it along with the rest of your application documents. Ensure you answer all questions in our Application Cover Sheet.
2. Prepare your CV which clearly outlines your qualifications, contact details, career history, including your responsibilities and achievements in each of your roles, and any other relevant information.
3. Respond to the Selection Criteria which assists the Selection Committee to assess your suitability for the position. We recommend approximately half a page responses to each criteria.
4. Email your CV, response to the selection criteria and coversheet (if you were unable to submit it online) to jobs@care.org.au.

To ensure an informed assessment of your suitability and claims for the position it is recommended that you complete all three parts in the application process. Please note that applications can only be submitted by email.

Tips on how to prepare a CV

Your CV is one of the most useful tools in demonstrating your suitability for a role. When preparing your CV it is important to remember the following:

- Keep it simple and succinct, we recommend approximately 2-4 pages;
- List your relevant work experience in chronological order, starting from your current or most recent role;
- Do not just outline each position and employer, be sure to include your responsibilities and achievements whilst in each position;
- Ensure relevant personal information is provided such as your name, contact number, address and email address as well as any period where you might be un-contactable;
- List your qualifications, the institute in which you received them and the year;
- Outline at least 2 professional referees, their current role, contact details and their relationship with you. Friends, colleagues and associates are not suitable as referees.;
- Explain any gaps in your career (travel, having a family etc);
- Outline any relevant volunteering opportunities;

- Do not use abbreviations, slang or jargon; and
- There is no need to insert pictures or graphics, or attach any certificates or referee reports.

Tips on how to respond to selection criteria

It is important to not only rely on your CV when submitting an application. When addressing the selection criteria it is important to:

- Provide a clear and succinct statement against each selection criteria. We recommend approximately half a page for each criterion;
- Ensure you clearly understand what is meant by each criterion before preparing your response;
- Briefly outline how your skills, experience, qualities and knowledge enable you to meet the criteria and perform highly in the role, include an overview of your relevant experience, responsibilities, achievements and examples to demonstrate your suitability for the position. Your resume is a good place to look first at determining your relevant skills, experience and achievements;
- Use relevant and specific examples to support your claims, and clearly outline what your role was in the example;
- When structuring your responses you may consider utilising is the STAR model – that is:
 - S**ituation – provide a brief outline of the situation or setting
 - T**ask – outline what you did
 - A**pproach or action – outline how you did it
 - R**esult – describe the outcomes
- Be honest and factual; and
- Edit, proof and re-read several times to ensure there are no errors and that you have answered all aspects of the criterion.

Why work for us?

CARE Australia is one of Australia's largest international aid and development agencies. By working for CARE Australia, you will make a direct contribution to the ongoing fight to address global poverty. As an organisation that pursues best practice in the work we do, we seek to support our staff through offering a comprehensive package of salary and benefits to complement and enhance your work with us.

Here is a brief list of some of the benefits available to CARE Australia staff. Note that outside of Australia, some benefits may vary from country to country to take into account local needs and differences.

Packaging

As part of your overall salary, all Australia-based employees have access to our flexible and generous salary packaging scheme which you can tailor to suit your own needs. Our salary scales are reviewed annually to reflect the cost of living.

Workplace diversity and flexibility

As part of our business commitment to Gender Equity and Diversity, we recognise that our staff may need flexibility to manage their life outside of the office. At CARE Australia, we have a range of creative solutions that may be negotiated where possible, on a case-by-case basis, to help you balance work with life. Examples include alternative or reduced hours or job sharing arrangements.

Performance management

Our performance management framework helps you work closely with your manager to plan, manage, review and give feedback about your performance throughout the year, leading to a salary review based on your continuous improvement. Team work is part of our culture and we provide training to our staff and managers in communication and decision making skills to ensure we remain engaged with the work we do.

Leave entitlements

CARE Australia employees have access to standard annual, personal leave and additional leave in recognition of long service. We have paid maternity/adoption leave, and for staff on overseas postings we offer rest and rehabilitation leave and annual home leave in recognition of difficult working conditions.

Professional development

Our employees are amongst the best in their fields, and if an opportunity exists to help you continue to build your professional skills and prepare for future aspirations, our Professional Development opportunities will help you do just that. Ongoing staff who have been with us for longer than 12 months have the chance to apply for our Study Support scheme – helping you with reimbursements towards gaining a formal tertiary qualification.

Employee Assistance Program

Our company-paid Employee Assistance Program provides support to our staff and their immediate family members through a free counselling service where any work or personal issues can be discussed confidentially.

Please note, this represents just a small selection of the benefits available to CARE Australia staff and does not constitute a legally binding document. Entitlements and other development opportunities are often subject to a qualifying period.

Privacy Statement

CARE Australia ("CARE") is committed to protecting and securing the privacy and confidentiality of your personal information.

From 21 December 2001, CARE is bound by new privacy requirements as a result of amendments to the Privacy Act 1988. In particular, CARE must adhere to the National Privacy Principles (NPPs) in relation to collecting, using, disclosing, securing and allowing access to your personal information.

This policy sheet provides the information that the Privacy Act requires us to communicate to all of our Donors. We recommend that you keep this information for future reference.

Your personal information

Personal information held by CARE Australia may include:

- your name;
- contact details (address, phone, fax, email);
- bank account or credit card details if provided; and
- donation history.

If you choose not to provide us with your contact details when you send a gift to CARE, we cannot send you an official tax-deductible receipt and letter of thanks.

How we collect personal information

CARE Australia usually collects personal information directly from you, when you provide it over the phone, website or on a donation coupon when making a gift to CARE.

Other sources would only include publicly available sources of information.

How we use your personal information

Your personal information may be used to:

- process any donations you may send to us;
- send to you information about CARE Australia including newsletters, updates and information on appeals; and
- If you do not wish for us to contact you about latest appeals or projects, please call 1800 020 046.

Disclosing your Information

CARE Australia will not disclose information about you to any other organisation apart from outsourced providers such as:

- mailing houses
- marketing, telemarketing and door-knocking services
- your financial institution in the case of direct debit or some credit card transactions.

These organisations are also bound by the National Privacy Principles. If your information is to be used or disclosed for additional purposes we will not do so without your consent.

Help us keep your information accurate

CARE aims to ensure that the information we hold about you is accurate, complete and up-to-date. However the accuracy of this information is largely dependent on the information you provide.

To assist us with this, please contact us if you are aware of any changes required to your personal information.

Keeping your information safe

CARE Australia holds your personal information securely through physical and electronic means.

We will take all reasonable steps to ensure that your personal information is not misused, lost or subject to unauthorised access or use.

You can access your information

Under new privacy requirements, you have a right to access the personal information that CARE holds about you.

All requests for access to personal information should be made by email, post or phone as detailed below.

A small fee may need to be charged for searching for and providing you with access to your personal information.

Contacting us

Please contact us if:

- you have any queries in relation to privacy policy of CARE Australia
- you would like to know what personal information CARE holds about you and how you can gain access to it
- you believe that your privacy has been breached and you wish to make a complaint

You may contact us by:

Writing to: CARE Australia, GPO Box 308, Richmond, VIC, 3121

Emailing: info@care.org.au

Telephoning: 03 9421 5572 between the hours of 9am and 5pm, Monday to Friday.