



**Save the Children**  
救 助 兒 童 會

## **ROLE SPECIFICATION**

For the position of      DONOR SERVICE OFFICER

With      Save the Children HONG KONG

Dec 2020

## **WHO WE ARE**

Save the Children is the world's leading independent organization for children. We believe every child deserves a future. In Hong Kong and around the world, we give children a healthy start in life, the opportunity to learn and protection from harm. We do whatever it takes for children, every day and in times of crisis, transforming their lives and the future we share.

Building on our 100 years' experience of bringing communities, civil society, governments, businesses and donors together, Save the Children ensures children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

Save the Children Hong Kong is part of the Save the Children global movement, which is made up of 30 member organisations, operating in around 120 countries.

Are you passionate about helping children in Hong Kong and around the world? Join us in inspiring breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives!

## **DONOR SERVICE OFFICER**

**Reports to: Donor Relationship & Engagement Manager**

### **KEY AREAS OF ACCOUNTABILITY:**

- Handle all billing enquiries and prepare regular reports to internal stakeholder and external vendors
- Perform monthly data cleaning and monitor data accuracy
- Handle all types of donation processing including cash, cheque, bank and credit card transactions
- Process all donation application forms including data deduplication, data entry, bank authorization set up, updating Customer Relationship Management System (CRM system), sending receipts to donors and filing paper forms in an accurate and timely manner
- Support CRM system enhancement project
- Provide any ad hoc support as requested by line manager

### **BEHAVIOURS (our Values in Practice)**

#### **Accountability:**

- Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values.
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

#### **Ambition:**

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same.
- Widely shares their personal vision for Save the Children, engages and motivates others.
- Future orientated, thinks strategically.

#### **Collaboration:**

- Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters.
- Values diversity, sees it as a source of competitive strength.
- Approachable, good listener, easy to talk to.

#### **Creativity:**

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

#### **Integrity:**

- Honest, encourages openness and transparency

## **QUALIFICATIONS**

- University graduate in Social Welfare, Business Administration, Database Marketing or any other related disciplines

## **SKILLS AND EXPERIENCE**

- Experience as database administrator is preferred
- Experience in customer service with excellent skills answering questions and offering support is an added advantage
- Ability to deal with large quantity of data with high accuracy, with can do attitude in facing tight timeline
- Independent, meticulous and a high degree of personal integrity
- Able to solve problems resourcefully and efficiently, strong in multitasking, hold a “can-do” attitude to challenges and change
- Self-motivated, independent, strong commitment to quality
- Good command of both written & spoken English and Chinese

## **COMPETENCY FRAMEWORK**

### **Leading:**

- Leading and inspiring others
- Delivering results
- Developing self and others

### **Thinking:**

- Problem solving and decision making
- Innovating and Adapting
- Applying technical and professional expertise

### **Engaging:**

- Working effectively with others
- Communicating with impact
- Networking

## **APPOINTMENT TERMS**

Don't miss the opportunity to have career success and fulfilment while you deliver change for children to attain the right to survival, protection, development and participation.

We need to keep children safe so our selection process, which includes background checks, reflects our commitment to the protection of children from abuse. Candidates at the final stage of recruitment process may be requested to undergo Sexual Conviction Record Check by the Hong Kong Police. If you refuse to undergo the check, we have the right not to consider your application.

Interested parties please send full resume, including your current & expect salary and date of availability to [hkcareers@savethechildren.org](mailto:hkcareers@savethechildren.org). Personal data collected will be used for recruitment purpose only.