



# **EXECUTIVE DIRECTOR OF SUPPORTER EXPERIENCE**

Application Pack



# ESSENTIAL INFORMATION ABOUT COMPASSION

## Mission

Compassion exists to release children from poverty in Jesus' name.

## What Makes Us Unique?



### Christ-centred

We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and noncoercive way.



### Child-focused

Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.



### Church-based

We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

## Statement of Faith

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.



# POSITION DESCRIPTION

## Primary Purpose

In response to God's calling, the Executive Director: Supporter Experience serves as a member of Compassion's Executive Team, providing supportive and strategic leadership to the Supporter Experience department. The Executive Director: Supporter Experience leads the department as they create compelling brand aligned experiences for new and existing supporters, sparking engagement, impact and action in our mission of 'releasing children from poverty in Jesus' name'.

## Key Accountabilities

- Serve as a member of Executive team to deliver the organisational mission and vision
- Lead and represent Compassion Australia's cultural values & brand across the Supporter Experience (internally known as neighbour experience) department ensuring that shared targets and projects are achieved.
- Collaborate with Executive team, direct reports and finance to set, monitor and report on income generation and develop budgets.
- Continue to stay aware of industry changes, innovation and themes through learning and networking, to ensure that the Supporter Experience team is continually evolving and developing.
- Develop and implement strategies to increase supporter engagement through all touchpoints of the journey with Compassion. Working collaboratively with all teams ensuring that Compassion's brand promise of "Known, Loved, Connected" is outworked.
- Accountable for the management of all direct channels to market including; digital, traditional and relational.
- Accountable for acquisition, retention and revenue targets for individual supporters.
- Undertake regular national and international travel to provide leadership, gather information and/or participate in decision making
- Engage as required in global conversations regarding Supporter Experience



# POSITION DESCRIPTION

## Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- A demonstrated capacity in a senior leadership role to provide leadership across a diverse national team
- Exemplary interpersonal and communication skills, including the ability to resolve difficult situations with diplomacy and present persuasively to various audiences
- Ability to make decisions and solve problems using critical analysis and creative thinking
- Ability to develop and assess organisational performance against qualitative and quantitative measures
- Ability to travel nationally and internationally
- Relevant Bachelor or Master's degree or equivalent experience
- In-depth knowledge of the Australian Christian and Not for Profit landscape
- Knowledge of legal and compliance issues relating to NFPs in Australia
- In-depth knowledge and experience in organisational design and development
- Highly developed written and oral communication skills
- The ability to use and understand data to drive performance and areas of focus.
- Proven experience in developing and implementing user journeys across a wide channel mix.
- Experience working closely with a brand or marketing team to ensure a cohesive brand experience is delivered.
- Substantial senior management or executive experience
- Experience leading organisational-wide change
- Experience developing and managing significant budgets

## People Management Capabilities – Executive

Please see link [here](#) to the executive capability requirements for this role.







# PREPARING YOUR JOB APPLICATION

## To prepare your application please complete the following

1. Review the 'Essential Information about Compassion'.
2. Review the position description.
3. Develop a 1 – 2 page cover letter. Your cover letter should address the relevance of your background and experience to this specific role. Please note, addressing the selection criteria is not required.
4. Develop a concise resume outlining your qualifications and employment history (max 5 pages).
5. Email your application to [applications.australia@ngs-global.com](mailto:applications.australia@ngs-global.com) citing reference number J15900.

## Contact Us

Should you require further information after reviewing this document, please contact Kym Fletcher from NGS Global on 1300 138 863.



**SEARCH FOR  
COMPASSIONAU**

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