

Supporter Experience & Retention Manager | Full-time | North Sydney + Hybrid Working

Lead a supporter experience function ready for its next phase. We are strengthening the way we engage, support and retain the people who make our mission possible. Following our transition to Salesforce, we are looking for an experienced and hands-on leader to help shape a high-performing supporter experience function built on operational excellence, accountability, and exceptional supporter care.

This is an opportunity to lead two frontline teams responsible for supporter engagement, donation processing, retention activity, inbound and outbound campaigns, and supporter administration — while helping build the systems, processes, reporting capability, and team culture that will drive the next stage of growth.

ABOUT THE ROLE

Reporting to the Director of Community Engagement, the Supporter Experience & Retention Manager will:

- Lead and develop the Supporter Engagement and Supporter Services teams
- Strengthen supporter retention, upgrade and engagement outcomes
- Drive operational performance, quality assurance, and process improvement
- Help embed consistent and effective use of Salesforce across the function
- Build reporting visibility, accountability, and KPI-driven performance
- Balance operational efficiency with high-quality supporter care

This role will suit someone who enjoys improving systems and processes, leading teams through change, and building confident, high-performing service cultures.

ABOUT YOU

You are a capable operational leader with experience in customer experience, supporter care, service operations, or contact centre environments.

You bring:

- Experience leading and developing high-performing teams
- Strong operational and process improvement capability
- Confidence working with CRM systems, reporting, and performance metrics
- A supporter/customer-first mindset balanced with accountability and results
- The ability to lead positively through change and evolving operational environments

Experience in the not-for-profit sector is welcome, but not essential.

WHY JOIN CATHOLIC MISSION?

- Flexible hybrid working arrangements
- Additional gifted leave over Christmas and New Year
- Professional development and networking opportunities
- A collaborative and supportive team culture
- The opportunity to contribute to meaningful global impact through your work

ABOUT CATHOLIC MISSION

Catholic Mission is the Pope's international mission agency in Australia. We partner with communities, helping them to flourish by supporting grassroots projects, including healthcare, education, and faith formation, and being an active voice for human rights.

NEXT STEPS

To apply, please submit your resume and cover letter to employment2@catholicmission.org.au before 29 June 2026.

Please note:

- *Applicants must have the right to work in Australia.*
- *Employment is subject to a National Criminal History Check.*
- *Only shortlisted applicants will be contacted.*