

Position Description



**Alannah & Madeline
Foundation**

Keeping children safe from violence

Position title: Database Coordinator
Department: Communications & Fundraising
Reports to: Supporter Development Manager
Job type: Full time, ongoing
Date: March 2019

ABOUT THE FOUNDATION

The Alannah & Madeline Foundation is a national charity protecting children from violence and bullying.

The Foundation was set up in memory of Alannah and Madeline Mikac, aged six and three, who were tragically killed with their mother and 32 others at Port Arthur, Tasmania, on 28 April 1996. In memory of his daughters, Walter Mikac and a small group of volunteers – including Gaye and John Fidler who survived Port Arthur – set up the Foundation, with the belief that all children should have a safe and happy childhood without being subjected to violence. The then Prime Minister launched the Foundation on 30 April 1997.

The Alannah & Madeline Foundation cares for children who have experienced or witnessed violence and run programs which prevent violence in the lives of children. We play an advocacy role and we're a voice against childhood violence.

Our vision is that every child will live in a safe and supportive environment.

The Foundation is committed to Child Safety. Our Child Safe Policy outlines our safe practices for children.

Our values are Caring, Friendliness, Respect, Responsibility, Valuing Difference and Including Others.

POSITION IN CONTEXT

Reporting to the Supporter Development Manager, the Database Coordinator is a member of the Communications & Fundraising team and has accountability to support the delivery of the Fundraising strategy across the Foundation including the delivery of fundraising programs in relation to all aspects of supporter development.

This role is responsible for managing all aspects of the Donor Management system (Raiser's Edge) by being our subject matter expert, this includes supporter data management, financial management and leading our internal training to ensure standards are maintained and ongoing income streams for the Foundation are secure.

FREEDOM TO ACT

- The Database Coordinator works according to the policies and procedures of the Alannah & Madeline Foundation.
- The Supporter Development Coordinator, in liaison/consultation with the Supporter Development Manager, Head of Fundraising and CEO/Senior Leadership, assists in developing long-term partnerships with relevant stakeholders in Australia and overseas.

Position Description cont.



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MAJOR JOB RESPONSIBILITIES

- Be the subject matter expert of our Donor Management system (Raiser's Edge) and lead the internal training process for relevant staff in database processes related to their role.
- Manage the end to end donation process including direct mail, regular giving, web donations, pledges, external events and event donations/registrations in consultation with accounts, the Fundraising team and other relevant stakeholders.
- Manage data entry and maintenance of donors, prospects and contacts, archiving of old records and manage duplicate entries in the database.
- Provide relevant donor and donation reporting including monthly donations and reconciliation.
- Assist in the management of analysis, profiling and segmentation of all data.
- Support the management of all communications with internal stakeholders and supporters ensuring complex and difficult queries are managed in accordance with the agreed standards escalation process.
- Maintain efficient donation processing and database integration across departments.
- Support all relevant meetings (internal and external) as required and effectively represent the Fundraising Program.
- Have a positive contribution to the team environment through the demonstration of behaviours that reflect the Foundation's values.
- Deliver other tasks as directed by the Head of Fundraising, Senior Leadership team and/or CEO.

KNOWLEDGE, EXPERIENCE AND REQUIREMENTS

- Tertiary qualifications in Business, Marketing, Communications or similar field.
- Demonstrated experience in fundraising programs preferably within a not-for-profit or fundraising agency.
- Deep working knowledge and experience with a Donor Management system, preferably Raiser's Edge.
- Strong analytic skills.
- Accuracy and attention to detail and ability to follow policies and procedures.
- The initiative to identify and implement process improvements.
- Ability to balance and prioritise to meet deadlines and/or program outcomes.
- Demonstrated experience with Supporter Care processes including dealing with supporter enquiries and managing database processes.
- Demonstrated project management skills and ability to multi-task.
- Ability to build and actively manage strong cross-functional and external stakeholder relationships.
- Well-developed communication skills.
- Capacity to work independently and as part of a team.
- Knowledge of fundraising best practice and legislation, including a commitment to continual improvement.
- Able to work with all Microsoft product, advanced excel preferred.
- Capacity to work independently and as part of a team.
- Working with Children Check and Police Check.