Position Description

Position title: Database Specialist

Team: Communications & Fundraising

Reports to: Supporter Development Manager

Job type: Full time, ongoing

Date: February 2020

About the Alannah & Madeline Foundation

The Alannah & Madeline 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 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 Foundation:

- identifies issues that adversely affect the wellbeing of children; we work to help them recover and protect them from bullying and violence

- works across the spectrum of prevention and care to deliver state-of-the-art, evidence-based programs and products

- works with the best minds to identify and reduce significant threats to children's safety through innovation and partnerships

- speaks out on the need for systemic change to build a supportive and safe society.

We are committed to Child Safety and our Child Safe Policy outlines our safe practices for children. The Foundations values are caring, friendliness, respect, responsibility, valuing difference and including others.

Position in Context

Reporting to the Supporter Development Manager, the Database Specialist 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, but is not limited to, supporter data management, financial management, privacy and PCI-DSS compliance, database maintenance and integrity, reporting, developing, improving and documenting processes and leading our internal training to ensure standards are maintained and ongoing income streams for the Foundation are secure.

Position Description cont.

Freedom to Act

- The Database Specialist works according to the policies and procedures of the Alannah & Madeline Foundation.

Major Job Responsibilities

Data Management
- Work with the Supporter Development Manager, Head of Fundraising and key internal stakeholders to develop and deliver the strategy and business rules for Alannah & Madeline Foundation's management of the supporter database.
- Work with the Fundraising team to deliver analysis, profiling and segmentation of all data.
- Administer and maintain the Foundation's supporter database by ensuring data quality and best practice processes are developed, implemented and adhered to.
- Supported by the Database Administrator; perform day to day ad-hoc & administrative tasks including data hygiene activities, data extraction and imports, reporting and processing of fundraising income into the database.
- Work closely with our internal teams as the go-to Raiser's Edge SME to provide support, training and resources to optimise fundraising outcomes.
- Develop and implement system enhancements including reporting, implementation of new functionality, integration of existing systems and automation.
- Generate data queries, SQL tables and reports to provide efficient data exchange and identify insights.
- Lead the development of new processes where needed, including training and documentation, to ensure fundraising best practice through strong governance, compliance and service delivery.
- Provide relevant donor and donation reporting including monthly donations and reconciliation.

Processing
- Oversee the end to end donation process including direct mail, web donations and events in consultation with the Fundraising and Finance teams and other relevant stakeholders.
- Supported by the Supporter Development Manager deliver the end to end process of the Foundation's regular giving program ensuring all targets are met.
- Develop and implement the Foundation's Declines Management procedure in consultation with the Supporter Development Manager.
- Create and maintain efficient processes and database integration across the Communications & Fundraising department.

Other
- 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.
- Support all relevant meetings (internal and external) as required and effectively represent the Fundraising Program.
- Develop long-term relationships with key internal and external stakeholders and organisations.
- Contribute positively to the Foundation's culture through developing and maintaining collaborative relationships with colleagues.
- Other tasks as directed by the Supporter Development Manager, Head of Fundraising, General Manager Communications & Fundraising, CEO and Senior Leadership team.

Position Description cont.

Knowledge, Experience & Requirements

Essential

- Significant experience as a Database Analyst or Administrator (preferably in a fundraising environment).
- A positive can-do attitude with a keen eye and passion for process improvement and development.
- Strong communication skills with the ability to foster and manage positive relationships with key stakeholders, including donors, service providers and team members.
- Proficient knowledge of Blackbaud Raisers Edge database/CRM software and an understanding of Business Intelligence tools (e.g. PowerBI).
- Sound understanding of the principles of good governance in relation to data integrity and all areas of applicable legislative compliance.
- Excellent administrative skills with ability to understand and process complex tasks.
- Ability to manage numerous projects simultaneously using effective time management, prioritisation skills within a fast-paced environment.
- Strong analytical and problem-solving skills with a high level of accuracy and attention to detail.
- Ability to train and coach staff in use of the database.
- Excellent written and verbal communication skills at all levels.
- Strong numerical and analytical skills (including advanced computer skills with proficiency in Microsoft products).
- Ability to work autonomously and in a small team.
- Working with Children Check and Police Check

Additional desirable attributes:

- Sound knowledge of fundraising principles and practices.
- Experience with data warehouses.
- Up-to-date knowledge of technology, especially fundraising technologies.
- Bachelor's Degree or equivalent education and experience.