



Database and Systems Manager

PART A: POSITION DESCRIPTION

Position Title:	Database and Systems Manager	Location:	National Office
Group:	Aspect Fundraising	Reports to:	Head of Fundraising

Organisation Purpose

A different brilliant ® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused and customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

To implement Autism Spectrum Australia (Aspect)'s fundraising and communications strategies by fostering trust and inspiring Autism Spectrum Australia (Aspect)'s growing community of supporters. To champion the fundraising value proposition '*creating a world where no one on the autism spectrum is left behind*'.

Position Purpose

- Lead the Fundraising team to ensure data supports fundraising strategies which maximise program growth opportunities.
- Own, develop and administer the Raisers Edge database and provide supporter insights to deliver an exceptional supporter experience.
- Primary gatekeeper for all data matters relating to the supporter database, ensuring that the overall integrity and accuracy are maintained to the highest standard.
- Have clear oversight and be responsible for the supporter operations and servicing function.

Outcomes

Key Result Area:	Requirements and Expectations	Success Indicators
Leadership and Strategy	<ul style="list-style-type: none"> Support fundraising strategies and maximise program growth opportunities by collaborating with the broader Fundraising teams Develop and maintain best practice database management principles to assist in delivering the 3 year Fundraising business plan and Aspect's Strategic Plan initiatives Support the Head of Fundraising and the program teams with the necessary inputs to develop data-led plans Provide supporter insights across the programs to enhance supporter experience and retention Drive innovation around data management, reporting and system improvements Champion Company and Fundraising team values – proactive contribution to management and communication sharing with the Fundraising team Promote an environment to actively seek continuous improvement across all process 	<ul style="list-style-type: none"> Evidence that strategies and plans are data-led Demonstrated evidence that annual operational plans are driven by strong supporter insights and journeys Multi-channelled programs are supported e.g. digital, phone and mail Good internal stakeholder feedback around service Creation and development of business and coding rules to ensure gifts are allocated correctly. Shared understanding of rules evident within the team Continuous improvement initiatives and strategies in place
Database Administration and Oversight	<ul style="list-style-type: none"> Undertake the role of primary contact for issues with the Raisers Edge database Execute high end database processing tasks including imports, exports, reporting, queries and global updates Oversee all records management activity including regular updating of contact details, returns and communication preferences Manage the data integrity of the Regular Giving program including setting up new donors, running regular clean ups, managing end of year consolidated receipting and providing regular reports Create and maintain database processing manuals Establish and maintain a collaborative systematic approach across all BAU processes 	<ul style="list-style-type: none"> Evidence that a high level of integrity is maintained in Raisers Edge database for all programs Demonstrated evidence of continuous improvement initiatives to gain system efficiencies Processes are documented and up-to-date processing manuals are in place

Donations Processing	<ul style="list-style-type: none"> • Comply with data privacy requirements and implement procedures to ensure best practice across all channels • Oversee fundraising mail and processing procedures (both inhouse and outsourced) • Manage safe cash handling processes ensuring adherence with Aspect's Donations Policy guidelines 	<ul style="list-style-type: none"> • Evidence that data privacy requirements and safe cash handling processes are adhered to • Evidence that all donations are processed and receipted within 5 business days • Demonstrated evidence that all income is processed in a timely manner
Financial Administration and Reconciliation	<ul style="list-style-type: none"> • Ensure all specific purpose income and expenditure is recorded correctly • Create integration report for accounts receivable and resolve issues as they arise • Undertake reconciliations to ensure accurate records are maintained • Submit invoices for payment via Aspect's internal expense system • Maintain a logical and easy-to-access filing system and archive all donation paperwork at the end of each financial year 	<ul style="list-style-type: none"> • Evidence of timely completion of reports for accounts receivable • Demonstrated evidence of accurate record keeping • Filing and archive system is accurate and up-to-date
Stakeholder Engagement and Support	<ul style="list-style-type: none"> • Manage incoming data trafficking requests and expectations from the Fundraising team in a timely manner with clear communication • Understand reporting and data transfer requirements of the Finance team and execute effectively in a timely manner • Build and maintain strong relationships with all external supporting agencies ensuring agreements are fulfilled 	<ul style="list-style-type: none"> • Positive feedback received from stakeholders • Visual maps of all processes created and maintained • Evidence of strong, professional working relationships with external agencies and with internal stakeholders • External supplier support utilised effectively to ensure successful administration of programs
Fundraising Team Support	<ul style="list-style-type: none"> • Support Head of Fundraising with creation and delivery of reports and data insights • Work with each area of fundraising to understand reporting requirements and assist the team with trends and data analysis, mailing lists, and other high-level data tasks 	<ul style="list-style-type: none"> • Evidence of strong professional relationships with members of the broader Fundraising team • Evidence of increased understanding of the system capabilities by the wider Fundraising team

	<ul style="list-style-type: none"> • Administer imports, exports and data segmentation requests in a timely manner • Upskill the broader Fundraising team on Raisers Edge 	
Employee Engagement	<ul style="list-style-type: none"> • Lead, support and motivate direct reports to deliver on KPIs and SLAs • Develop the skills of direct reports and identify professional training and development opportunities • Responsible for undertaking staff performance plans and reviews in a timely manner 	<ul style="list-style-type: none"> • Evidence of high staff engagement and increased capability • Regular and effective one-to-one meetings with staff • Staff performance plans and reviews undertaken and submitted within deadlines
Safeguarding the people we support	<p><i>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</i></p> <p><i>Coordinators, Managers and Executive are responsible for ensuring staff:</i></p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct • Complete all mandatory safeguarding training • Comply with mandatory reporting and legal requirements <p>Coordinators are required to:</p> <ul style="list-style-type: none"> • Alert next level Managers to any concerns and/or issues that may warrant investigation <p>Managers and Executive are required to:</p> <ul style="list-style-type: none"> • Be the escalation point for all concerns and/or issues and investigate, in consultation with relevant business unit (i.e. HR/Quality) • Promote a safeguarding culture and educate staff in understanding the need for ongoing vigilance 	<ul style="list-style-type: none"> • Internal reporting systems, procedures and policy requirements are adhered to and fulfilled (i.e. Riskman reporting/actions) • All external reporting agencies are notified as required and within timeframes • Investigations are followed through to resolution and learnings used to inform improved practice. • Learning Management System (LMS) confirms staff have completed mandatory training • Voice survey results report staff are comfortable to raise concerns and/or issues and they are acted upon
Work Health and Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements 	<ul style="list-style-type: none"> • Work, Health and Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

	<ul style="list-style-type: none"> • Report unsafe conditions or practices and make suggestions to their manager on improving work, health and safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health and safety matters 	
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PART B: POSITION CRITERIA

Capabilities	Leadership and relationship management	Excellent relationship management skills with a variety of different stakeholders (internal and external). Capacity to build and maintain effective working relationships. Demonstrated leadership skills with the ability to motivate and inspire a team.
	Strategic Thinker	Ability to make strategic recommendations with a data lens and obtain buy-in from key stakeholders.
	Logical	Logical mind with the ability to create and maintain processes and understand databases.
	Numeracy	Strong all-round numeracy competency with high attention to detail and accuracy.
	Analytical	Ability to analyse data and proactively review and identify trends/areas for improvement and change existing systems and processes where required.
	Personal effectiveness	Excellent communication skills, both written and verbal. Ability to work independently and collaboratively. Integrity, initiative, flexibility/adaptability, sensitivity, tenacity and ability to manage competing deadlines.
Knowledge and experience	<ul style="list-style-type: none"> • Demonstrated effective administrative skills • Demonstrated experience in procedure development and implementation • Excellent time management skills • Competent PC skills – especially Excel 	
Qualifications	<ul style="list-style-type: none"> • Higher Education qualification in related field (desirable) 	
Job requirements (essential)	<ul style="list-style-type: none"> • Broad knowledge of Fundraising programs and data requirements • Proven ability in importing and extracting data across multiple systems • Empathy for people with a disability and their families/carers • Excellent knowledge of CRM databases essential (5 years) • Mid to advanced skills in Raisers Edge database or another relevant database e.g. Salesforce 	

	<ul style="list-style-type: none">• National Police Check (NPC) appropriately cleared
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PART C: APPROVED BY

Position Profile approved by: Chief Marketing Officer