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| **POSITION DESCRIPTION** |
| **Position Title:** | Database Administrator - Fundraising  |
| **Service/Facility/Department:**  | Executive Director’s Office |
| **Direct Reports:**  | Nil |
| **Key Relationships:**  | **Internal:** Anglicare managers and teams, Fundraising team, volunteers |
| **External:** Suppliers; corporate partners, schools, parishes & services; donors and potential donors; and other supporters |

**Position Statement / Overall Purpose**

The overall purpose of the Database Administrator - Fundraising is to provide database management and administrative assistance to the Fundraising and Events department. Responsibilities will include processing donations and reports; financial reporting for campaigns; analysis of fundraising appeals; and prompt receipting of donations and thank-you letters.

The Database Administrator - Fundraising will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check

**Key Selection Criteria**

* Previous experience working with a database fundraising tool, including processing donation batches
* Demonstrated ability to produce database reports using queries and other reporting tools
* A background in financial reporting
* Excellent verbal and written communication, particularly with spelling, grammar and data entry
* Commitment to excellence in customer service, effective listening skills, and the ability to handle difficult situations with respect, empathy, tact and integrity
* Talent and enthusiasm for organisation and coordination with high attention to detail
* Ability to work autonomously in a busy environment, multi-tasking and working to deadlines

**Key Accountabilities and Responsibilities**

1. **Accountability: Database and donation management**

***Maintain, manage and monitor database system in relation to donor and fundraising activity***

**Responsibilities:**

* Ensure donor information is appropriately captured in the database and the database is regularly maintained.
* Segment the database to ensure activities are appropriately targeted to different audiences
* Preparation of mailing lists and labels as requested
* Analyse information from the database, and identify fundraising opportunities
* Process and receipt donations, allocate to correct fund, appeal or campaign
* Produce reports and appeal analytics as required
* Data maintenance and cleansing on a regular basis
* Data entry and liaison with volunteers performing this function
* Record appeal codes and other data obtained from returned mail and donations received
* Record personal information provided by donors to enhance donor relationship capacity
* Liaise with the technical support for the database product
* Work with Accounts Receivable for monthly and end of financial year reconciliation

1. **Accountability: Administration support and communication**

***Provide high-quality administrative support assistance with effective communications***

**Responsibilities:**

* Daily receipting and banking activities, including liaison with the manager and finance team
* Draft and dispatch thank-you letters for appeals and other fundraising activities, ensuring accurate salutations
* Nurture strong relationships with potential and existing donors through mature and relationship focused communication
* Use effective listening and questioning skills with potential donors to collect information
1. **Accountability: Team contribution and continuous improvement**

***Contribute to a positive team environment and continuous improvement culture***

**Responsibilities:**

* Develop and maintain positive relationships within the team by providing effective, relevant leadership; participate in internal professional supervision
* Participate in staff meetings including planning and development days, and share information to improve work environment and outcomes
* Provide proactive and positive support to team members, where required
* Participate in the development of the team including strategic planning and evaluation
* Contribute to ideas for improved ways of working and drive implementation of routine changes
* Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.