

POSITION DESCRIPTION

POSITION TITLE	Donor Care & Database Administrator
REPORTS TO	Director, Fundraising Development Ministry
AWARD/AGREEMENT/CONTRACT	VCMEA – Education Support Employees
HOURS PER WEEK	0.8FTE – 30.4 hours
POSITION TYPE	Contract 12 months with view to renew
LOCATION	75 Wright Street Middle Park

ORGANISATIONAL CONTEXT

The Carmelites of Australia and Timor-Leste are part of a global Catholic community committed to community, prayer and action. In 2019 they established a public benevolent charity called ‘Carmel Impact’ to help those in need in Timor-Leste.

We transform lives and build communities both in Australia and Timor-Leste through pastoral and practical care. We are able to do this through the generous and kind support of our parish members, support groups, donors and volunteers.

Our vision for Timor-Leste is to build a future where its people have pathways to quality education and more opportunities, and to build tomorrow’s leaders by creating lasting change. We also support the education of young men to become Carmelite priests and brothers. In Australia we offer pastoral and spiritual companionship to people through liturgical Masses, parishes and other ministries and schools.

FUNDRAISING MINISTRY INFORMATION

This role is part of the Fundraising Development Ministry working across both entities and we fundraise for a variety of programs primarily in Timor-Leste.

The Fundraising Development team manages a variety of fundraising streams including retention and acquisition appeals, regular giving programs, community group, school and alumni fundraising, donor and signature events, major gifts, trusts and foundations, and business partnerships.

The team also has responsibility of working closely with the Communication Ministry, producing a newsletter ‘Carmel Contact’ (twice a year), the Carmel Impact website, digital and social media engagement, and service brochures. Together with the Timor-Leste Project Co-ordinator our team also contributes to the annual report and arranges presentations to inform supporters, parishes, schools and community groups about our work and needs.

JOB SUMMARY

The role of the Donor Care and Database Administrator's is responsible for the fundraising data requirements of the organisation including processing of donations, data entry, data analysis, data management and data extractions for fundraising campaigns as well as campaign reporting.

The core components of the role involve carrying out day to day tasks such as processing donations as well as periodic database management and analysis. This extends to data integrity, quality assurance and ensuring an accurate updated inventory of all data that is entered into the database is maintained.

The role also involves donor relations and stewardship including donor support activities and is the frontline contact point for all donor enquiries.

KEY RESPONSIBILITIES

	DUTIES & ESSENTIAL JOB FUNCTIONS
PROCESSING / BANKING/ GENERAL	<ul style="list-style-type: none"> • Monitor and process all donations via mail and online accurately and efficiently. • Manage the monthly regular giving program and ensure all donations are validated when banked and any follow-up is actioned. • Ensure all donations reflect the fulfilment of the donor's wishes in the database. • Reconcile donations and receipts and prepare for banking. • Regularly check bank statements and reconcile all donations and fees • Maintain and upgrade procedures relating to donation processing, batching, banking, receipting, and enquiry solutions. • Maintain and upgrade a system for storing donation and donor documentation to aid the annual audit process. • Action all donor pastoral requests. • Attend to the day to day function of mail runs. • Other duties as required
DATABASE HYGIENE & MANAGEMENT	<ul style="list-style-type: none"> • Manage data entry and updates in the donor management system as well as monitor data accuracy and integrity. • Collate and manage responses to donor surveys so as to facilitate import of information against donor records in the donor management system. • Data extraction for fundraising campaigns as per segmentation criteria. • Manage all campaign set-ups for appeals in the donor management system and ensure accuracy of information. • Lead and deliver a donor management plan. • Lead database cleansing activities regularly including address validation/updates, returned mail, opt-outs and unsubscribes. • Respond to data requests in a timely manner from other team members. • Maintain data integrity and security especially when handling personally identifiable data. • Adhere to legal and regulatory standards and company data guidelines.
ANALYSIS / REPORTS	<ul style="list-style-type: none"> • Provide key data insights and coding options to help with the ongoing assessment, donor profiling and strategic development of fundraising streams. • Undertake data profiling and analysis reports to gain key insights and use to guide future acquisition and retention strategies. • Manage donor profiling to accurately identify milestone donors as part of our donor stewardship program. • Develop and generate post campaign reports for all fundraising programs. • Provide recommendations to the team on donor movement and segmentation.

FINANCIAL RECONCILIATION & REPORTING	<ul style="list-style-type: none"> At the end of each month, export and reconcile key financial information for each entity and provide these reports to the Fundraising Development
MERCHARNDISE & NEWSLETTER	<ul style="list-style-type: none"> Manage all merchandise distribution of orders received via mail and on-line and maintain stock control. Issue invoices where necessary and follow-up payments. Co-ordinate distribution of newsletter twice a year to parish, support and community groups and maintain updated lists. Update offline and online merchandise content-
COMMUNICATION	<ul style="list-style-type: none"> Alter receipt letter text, personalising donor letters as required. Manage the communication suite of receipt letters, reviewing content and updating as required. Engage with donors in a caring manner in order to maintain effective relationship while responding to donation and donation queries. Manage emails received to the two primary email addresses – fundraising@carmelites.org.au and together@carmelimpact.org.au
STEWARDSHIP	<ul style="list-style-type: none"> Manage donor relations, including thanking donors by phone for recent gifts, answering donor calls and enquiries. Manage the welcome of new donors. Manage donor stewardship program. Assist and coordinate with team members any fundraising activity events.
VOLUNTEER CORDINATION	<ul style="list-style-type: none"> In conjunction with the DM coordinator plan and assign work and tasks for volunteers.
SCOPING	<ul style="list-style-type: none"> Drive the scoping of a new donor management system for the organisation due to the current system no longer being serviced.

WORK EXPERIENCE AND SKILLS

Essential:

- A minimum of three years' work experience in database management, reporting and analytics;
- Experience in managing and maintaining database management systems;
- Ability to work under pressure to process donations while maintaining other work priorities (during the peak appeal periods);
- Meticulous attention to detail, commitment to accuracy, and organisational skills;
- An attitude of inquisitiveness towards the role and in particular for the database management system;
- Sound finance skills knowledge;
- Excellent Microsoft office skills with a particular emphasis on excel;
- Excellent customer service skills;
- Well-developed interpersonal, written and verbal communications skills;
- Ability to work efficiently in a team environment and take direction;
- Professional and personable telephone manner and donor stewardship;
- Understanding of Christian ethos.

Desirable:

- Experience working in donor relations for a non-profit organisation;
- An understanding of WordPress in order to assist the Direct Marketing Coordinator.

OTHER POSITION SPECIFICS

The Donor Care and Database Administrator is an essential and important part of a small collaborative team. It is pivotal to all program areas and shares a close working relationship to the Direct Marketing Coordinator in order to achieve fundraising goals.

Must be fully experienced in the field of data entry and possess fast and accurate data entry skills both numeric and alpha.

Maintain a high level of work quality. In conjunction with the Direct Marketing Coordinator develop, implement and monitor quality improvement measures within the scope of the role to benefit the Fundraising Development Ministry, The Carmelites and the Carmel Impact brand.

KEY PERFORMANCE INDICATORS

The Donor Care and Database Administrator will be evaluated through an annual Performance Review to be conducted by the Fundraising Development Director and the Business Manager. Key Performance Indicators are negotiated with the Director on an annual basis, informed by the Fundraising Strategic Plan. Year one KPI's have been set and will be given to the successful candidate.
