

Data Administration Officer

The Position

The Data Administration Officer has the shared responsibility for the delivery of data processing and banking support services within the Franklin team.

Employer	TWS Ltd	Department	Franklin (CRM/IT)
Location	Hobart	Level	3
Tenure	6 month Fixed Term Contract	Hours	25 hours per week (negotiable)
Reports to	Systems & Technology Manager		

Responsibilities

Key Responsibilities
<p>Data Entry, Banking, and Data Hygiene</p> <ul style="list-style-type: none"> ● Opening of mail, preparing and sorting documents for data entry ● Entering cheque, credit card and cash donations into CRM and checking to ensure the accuracy of the data that has been inputted ● Resolving discrepancies and obtaining further information for incomplete documents ● Supporting the delivery of banking activities assigned in the banking schedule ● Closely follow documented processes for banking functions ● Data quality checks, and maintenance of supporter data <p>People and Communication</p> <ul style="list-style-type: none"> ● Participate in regular meetings with the Franklin team ● Support the Supporter Care, Finance and Key Relationships teams with service requests ● Ensure all external interactions portray TWS as a professional and caring organisation with a passion for its purpose. <p>Risk Management and Compliance</p> <ul style="list-style-type: none"> ● Support a safe and healthy work environment ● Actively participate in the identification and mitigation of risks ● Operate in accordance with legal and organisational compliance requirements, particularly related to banking matters

Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none">● Commitment to TWS values● Attention to detail● Demonstrated experience in a banking, accounting, or administrative role● The ability to independently achieve work objectives, meet timeframes, and to prioritise work● Good computer literacy, accuracy, proficiency in database management● Willingness to learn and adapt to new systems and processes	<ul style="list-style-type: none">● A proven commitment to and understanding of the not-for-profit sector● Experience working with CRM systems● Familiar with banking and finance reconciliation processes● Appropriate tertiary qualifications in a relevant field and a commitment to continual professional development