



Database and Donor Relations Administrator

Ronald McDonald House Charities believes that its people are an essential part of the Charity and value them and their contribution.

This Success Profile adds to the overall value and success of the organisation by outlining the relevant 'ingredients' needed for exceptional performance in any given role. Ronald McDonald House Charities empowers its employees and employers through establishing clarity around expectations.

Job Title:	Database and Donor Relations Administrator	Reports to:	Head of Marketing and Fundraising
Chapter:	Sydney	Role Type:	Coordinator
Location:	Ronald McDonald House Randwick	Direct Reports:	Nil

The purpose of the Database and Donor Relations Administrator is to deliver a consistent and exceptional experience for our donors including accurate data entry, inspiring thanks and recognition and manage the donor journey. In addition, to ensure the performance, integrity and security of Salesforce and Exceed as a super user to deliver our organisational strategy.

Key Responsibilities / Tasks	Measured by
Maintain the integrity and hygiene and performance of our database/s and to meet the needs of marketing, fundraising, finance & operations.	<ul style="list-style-type: none"> Organisational growth from improved business insight from database. Data extracts and imports are accurate and meet deadlines required. Projects are delivered within budget, on specification and within agreed timeframes. Information Systems collateral and resources maintained for currency and accuracy. Stakeholder feedback.
Provide ongoing development of training of end users in how to use systems to meet best practice standards through all mediums.	
Provide support of incoming issues and questions relating to the database.	
Manage database extractions and imports to enable the delivery of the fundraising and operational plans.	
Ensure fundraising income is reconciled with finance on a timely basis	
Coordinate a consistent, timely approach to donor receipting & thanking communications which inspire and motivate our donors.	<ul style="list-style-type: none"> Contribute to the achievement of the annual fundraising budget. High quality, personalised supporter centric communications which drive active relationships with donors. Improved retention and renewal of donors and ultimately their lifetime value. Adherence to legal fundraising requirements and Chapter Fundraising Guidelines.
Respond to supporter enquiries via phone, email and social media.	
Coordinate donor recognition and acknowledgement activities, involving relevant team members as required.	

Provision of administrative support including sanctioning activity, reporting, income coding, acknowledgement and analysis	<ul style="list-style-type: none"> • Contribute to risk mitigation activities associated with volunteers including the Child Protection framework compliance • RMHC System policies & procedures are followed
Manage the donor journey for ALL donors and ensure they are added to appropriate communications channels	
<ul style="list-style-type: none"> • Work with the team to foster a productive and engaged culture • Lead by example and meet operational and financial objectives • Effectively manage your performance reflecting your role description, objectives, policies and expectations • Ensure staff, volunteers and families understand and adhere to relevant policies and procedures • Attend meetings and training as required 	
<ul style="list-style-type: none"> • Contribute to risk mitigation across people risks including health & safety, child protection and HR/IR related risks. • Compliance to Charitable Fundraising Acts • Assist to identify hazards, assess risk and implement control strategies to minimise risk of injury to people and property • Encourage regular consultation and advocate on safety information • Be a positive contributor and advocate on safety information and training, if and when necessary 	

Additional Requirements for this position:

- Current State-based Working with Children Check
- National Criminal History Check
- Drivers licence
- Some out of hours work may be required
- Other duties as required from time-to-time
- COVID vaccination

Knowledge, Skills and Education

Desirable: Tertiary qualifications in marketing, business management or a related discipline

Experience

Essential: Experience in salesforce

Desirable: Experience in the Not-for-Profit sector

Competencies related to an Administration Role

Competency	Description	Behavioural Indicators
Family Focused	Commitment to identify families' needs and continually seek to provide the highest quality programs and services in meeting these needs.	<ul style="list-style-type: none"> ✓ Goes that 'extra mile' to support families ✓ Looks for opportunities to improve experiences for families ✓ Persists when challenges and difficulties arise
Leadership & decision making	<p>Leadership is working in a collaborative way to identify needed change, creating a vision to guide the change through inspiration, and executing the change in tandem with committed people within the Charity.</p> <p>Decision making is about forming sound, evidence-based judgements, making choices, assessing risks to delivery and taking accountability for outcomes & results.</p>	<ul style="list-style-type: none"> ✓ Understands how their own and their teams work contributes to meeting organisational goals and objectives ✓ Shows consideration for wider organisational implications of personal work ✓ Seeks opportunities to develop, taking responsibility for own personal development plan
Communication	The ability to be comfortable using a broad range of communication styles, and choose the most appropriate, effective way to communicate to different audiences in diverse situations.	<ul style="list-style-type: none"> ✓ Speaks & writes clearly and succinctly using appropriate language that is easy to understand ✓ Considers target audience adapting style & communication method accordingly ✓ Communicates information as required, listens and shares ideas
Relationships & Collaboration	Building collaborative relationships is the ability to develop, maintain, and strengthen partnerships with others inside and outside the organisation who can provide information, assistance, and support to help us achieve our Mission and Goals.	<ul style="list-style-type: none"> ✓ Builds rapport quickly with people at all levels & backgrounds ✓ Actively listens to others ✓ Makes others feel comfortable and respected by being positive & friendly
Continuous Improvement	Continuous improvement means to take pride in your work and strive for excellence to achieve the best possible results. This requires the acquisition and application of new knowledge, skills and experiences.	<ul style="list-style-type: none"> ✓ Supports various change management activities ✓ Proposes and implements creative and innovative solutions in their work area or organisation ✓ Works cooperatively with others to produce & implement innovative solutions

RMHC Values and Behaviours

Behavioural Expectations for all RMHC employees:

- To uphold the organisational values and culture through personal conduct, work performance and interactions with others
- Behaves with personal integrity and ethical standards and demonstrates honesty, loyalty and commitment in regards to self and RMHC
- Optimises team effectiveness through cooperative behaviour with others and supporting the success of the RMHC team and RMHC System
- Understands and complies with child protection monitoring and reporting requirements
- Understands and complies with the RMHC safety culture & Safety Management Systems
- Takes reasonable care for the health and safety of themselves and others
- Reports hazards and incidents and participates in risk management as required

Values	Demonstrated behaviours
<p>We are committed to children and their families.</p> <p>We place seriously ill children and their families at the centre of everything we do.</p>	<ul style="list-style-type: none"> • Accept different family structures • Operate within a nurturing culture • Involve families in decisions and plans that could affect them • Role model inclusive and team-focused behaviours • Think about the organisation from the patient/family point of view

<p>We celebrate diversity</p> <p>We celebrate the diversity of our people and programs.</p>	<ul style="list-style-type: none"> • Accept families from differing cultures, religions and backgrounds • Select our people to best reflect the diverse range of people we serve • Acknowledge and support the unique needs of Indigenous families • Seek advice and views from diverse groups • Communicate in a way that demonstrates respect for differences • Take global trends, cultural issues and geographic differences into account when developing strategies • Value the views and opinions of key stakeholders
<p>We value our people</p> <p>We value our people as it is through their skill, passion & expertise that we can deliver quality programs.</p>	<ul style="list-style-type: none"> • Participate in ongoing professional development opportunities • Seek and respond to feedback using formal and informal evaluations • Encourage a supportive and friendly team environment • Involve others in decisions and plans that may affect them • Promote the constructive resolution of conflict. • Foster and develop our people's unique capabilities • Proactively manage progress and the performance of individuals/teams
<p>We value our heritage & partnerships</p> <p>We value our heritage & partnerships with the community, donors, McDonald's employees, franchisees & suppliers.</p>	<ul style="list-style-type: none"> • Wherever possible seek alignment with McDonald's • Utilise the leverage of the McDonald's association • Communicate our organisational historical story whenever we can • Value the representation from health, community and McDonald's on all our Boards • Promote the programs to the community and stakeholders • Recognise and steward our donors and partners • Value and contribute to RMHC Global
<p>We operate with accountability & transparency</p> <p>We operate with accountability & transparency.</p>	<ul style="list-style-type: none"> • Operate with transparent financial management • Promote effective and collaborative communication • Operate with a high level of trust • Work with the highest standards of compliance • Ensure access to relevant information as required • Take immediate action to resolve complex issues or problems
<p>We behave ethically</p> <p>We behave ethically and with the highest standards of child safety.</p>	<ul style="list-style-type: none"> • Ensure that the rights of the patient and their family are protected at all times • Operate with the highest standards of child safety • Work within the operating policy, procedures and standards as set • Adhere to the organisation's code of conduct • Ensure confidentiality is maintained • Accept all families regardless of personal values, beliefs and attitudes • Operate with honesty, fairness, transparency and with the best interests of others

This Success Profile is agreed by (please sign):

Manager:

Date:

Position Holder:

Date: