



Position Title:	Fundraising Data and Reporting Manager
Division:	Partnerships and Engagement
Program:	Fundraising
Band:	D
Salary:	Stream 5, Level 8
Date:	August 2026

ROLE PUPOSE

The Fundraising Data and Reporting Manager is a unique role with an objective to provide both technical solutions and support to the wider Partnerships & Engagement (P&E) team as well as manage and monitor the fundraising database. The Role reports to the Fundraising Head of Fundraising Data and Analytics and is responsible for the overall strategic direction and operational excellence of all issues related to our data.

As a Subject Matter Expert (SME), the role will be responsible for assisting in the delivery of Berry Street Yooralla's (BSY) overall Partnerships & Engagement data strategy, which includes managing, maintaining, and developing the integrity and hygiene of BSY's fundraising databases. This encompasses ad-hoc development, system application support, and maintenance, as well as managing integrations between various external platforms. Specific platforms include, but are not limited to, MS Dynamics, and Blackbaud, Snowflake, Business Intelligence tools such as SQL, PowerBI, SSAS, and SSIS, among other database and application platforms. You will be performing complex data processing tasks to ensure timely and accurate processing of income with a keen eye for continuous data process improvement.

The role sits within the P&E team and will support other teams in achieving their business objectives, acting as the subject matter expert on all fundraising data-related projects and tasks. The role will have a strong focus on Data Segmentation for campaigns, maintaining data hygiene in the fundraising database, and producing accurate reports and analysis. This position will have a significant contribution to the organisation's future growth and sustainability by ensuring our data and reporting processes are accurate, timely, and improve business decision-making and return on fundraising investment.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the role are to:

- Assist in delivering the strategy for BSY's management of the fundraising databases.
- Provide advanced technical knowledge and expertise to support the Supporter Care and Database Coordinator, especially in managing RG payment runs and daily income processing activities.
- Work with fundraising, philanthropy, digital teams and external suppliers where appropriate to develop targeting strategies for campaigns and export data selections when required.
- Administer and maintain BSY's fundraising databases by ensuring data quality and best practice processes are adhered to
- Provide a broad range of stakeholders at all levels of the organisation with fundraising data reports to build learnings and support future plans.

REPORTING RELATIONSHIPS

This role reports to the Head of Fundraising Data and Analytics who will provide supervision and review. This role works in a small Data and Analytics team, as well as working closely with others within Fundraising, Marketing, Media, Philanthropy and Finance.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.
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ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Daily Data Management	• Being the first point of contact of the Data and Analytics Team, collaborate with fundraising and philanthropy teams to understand the daily data needs and deliver solutions that support the donor strategies • Manage CRM processes and process documentation, including payment runs, data imports and exports, data hygiene, data structure and hierarchy, business rules • While ensuring data integrity, maintain data hygiene in D365 CRM • Work closely with third-party suppliers and internal stakeholders to maintain and continuously improve our supporter relationship management database • Determine, enforce and document database policies, procedures and standards. • Provide advanced technical knowledge when needed in processing fundraising income into the database in a timely and accurate manner. • Resolve current and foreseeable database related issues • Support others in the daily use of data systems and ensure adherence to legal and business standards. • Perform daily administrative tasks to ensure data is complete, up-to-date and accurate within BSY supporter databases.
Campaign Support	• Based on Campaign briefs, segment data effectively to target specific donor groups. • Timely delivery of data lists through export processes for campaigns, ensuring accuracy and compliance with data privacy laws and campaign data briefs.

	- Analyse past campaign performance to recommend improvements for future strategies. - To understand how the campaigns are tracking, develop and manage dashboards that track campaign metrics in real-time.
Data Reports	- Produce accurate, timely and efficient performance reporting combining data from various sources. - Prepare reports and list views based on campaign outcomes and other key performance indicators. - Create Power BI dashboards to provide real time accurate reporting for various P&E and Finance teams as requested. - Support income processing activities and produce the end-of-the-month income reports for P&E and Finance timely and accurate.
Data Strategy and Governance	- Establish and maintain data standards and practices to ensure data integrity and compliance with relevant laws and regulations. - Work closely with IT and security teams to safeguard data and implement best practices in data privacy.
Leadership	Lead by example in actively promoting and implementing the requirements of Berry Street Yooralla's positive duty to provide a safe workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions.
Projects	- Play a key role in the development of the Partnerships & Engagement Data Strategy roadmap by; - As a Subject Matter Expert, assist in the implementation of data solutions that centralise all incoming data and ensure ongoing efficient data processing. - Support the implementation of BI Solutions by monitoring and tuning queries and data loads - Provide ongoing support and training to users, ensuring they are leveraging CRM tools effectively - As a Subject Matter Expert, support data projects as and when requested including the CRM development project
Documents and Training	- Create comprehensive guides and documentation for system use tailored to the needs of fundraising and philanthropy teams - Provide proactive and reactive data management support and training to users - Conduct training sessions to help staff utilise CRM effectively in their fundraising efforts
Community, Stakeholder Engagement & Program Development	Build and maintain collaborative relationships with DFFH, NDIS, external community partners and relevant stakeholders to support program delivery.
Other	- May be required to participate to travel between sites depending on program and role requirements. - Undertake ad-hoc tasks as required to support the business - Keep abreast of relevant industry developments and ensure Berry Street Yooralla's activities are consistent with these. - Build excellent relationships with internal stakeholders across the organisation to ensure department and team objectives can be met - Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated data management experience, including complex projects involving legacy systems and new technologies
- Solid proficiency in:
 - CRM systems, preferably in a fundraising context.
 - Data visualisation tools, particularly Power BI.
 - SQL Server, including query scripting, stored procedures (T-SQL), data extraction and manipulation.
 - Business Intelligence tools and practices.
 - Microsoft Office Suite, at an expert level.
- Demonstrated experience working with CRM Implementation best practices.
- Experience developing a data management framework and strategy.
- Strong ability to work, communicate and build relationships with a variety of stakeholders in a hybrid work setting.
- Effective time management and prioritisation skills, with a fast-paced work ethic.
- Strong analytical and problem-solving skills, with a high level of accuracy and attention to detail.
- A hands-on approach and proven experience handling and collating large volumes of data.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A relevant tertiary qualification in a relevant field.
- A minimum of 5 years' experience in a related field
- Demonstrated Dynamics 365 and SQL experience
- Demonstrated Reporting and Analytics experience
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Experience working within a fundraising environment.
- Exposure to alternative fundraising CRMs (e.g. Raiser's Edge NXT, Salesforce NPSP).
- Experience in process mapping and process design as well as business requirement gathering.
- Experience with Azure Cloud Platform - Web/API Apps, Virtual Machines.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	[Occasional]
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	[Not Applicable]
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	[Occasional]
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	[Not Applicable]
	Work in a client's home or their family home alone and/or with others.	[Not Applicable]
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	[Occasional]
Work Environment	Manage demanding and changing workloads and competing priorities.	[Daily]
	Work in different geographic locations.	[Occasional]
	Be exposed to all outdoor weather conditions.	[Occasional]
	Work via computer from home as required.	[Regular]
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	[Occasional]
	Work rostered hours with the possibility of overtime.	[Not Applicable]
	Work on-call after hours.	[Not Applicable]
	Work in an open plan office with no assigned desk.	[Daily]
	Work in buildings which may require the use of stairs or elevators.	[Regular]
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	[Daily]
	Work in educational or community facilities.	[Occasional]
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	[Occasional]
	Undertake training and professional development activities both internal and external to the organisation.	[Regular]
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	[Daily]
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	[Daily]