

POSITION DESCRIPTION

Integration & Automation Lead - Fundraising

POSITION DETAILS			
Directorate	Fundraising & Partnerships		
Position reports to	Director – Growth Enablement & Supporter Services		
Direct reports	Nil		
Location	Richmond	Date approved	August 2026

Purpose of the position

The Integration & Automation Lead is responsible for designing, delivering and maintaining automation, integration and digital solutions that improve the efficiency, effectiveness and scalability of Fundraising & Partnerships operations. Working across fundraising, supporter services and CRM platforms, the role leads the end-to-end delivery of automation and system integration initiatives, reducing manual processes, improving data quality and enabling connected supporter experiences. In partnership with stakeholders across the directorate, IT, Data and Digital Enablement and Transformation, the role identifies opportunities to leverage automation, AI and emerging technologies while ensuring solutions align with enterprise standards, information security requirements and governance frameworks.

Key Accountabilities	
Tasks and Responsibilities	- Lead the end-to-end delivery of automation initiatives to improve business efficiency, reduce manual effort and enhance data quality by identifying opportunities, assessing business requirements, engaging stakeholders, designing and implementing solutions, managing vendors where required, and overseeing ongoing maintenance and optimisation. - Automate fundraising and supporter operations by analysing and redesigning business processes to improve service delivery, compliance, scalability and user experience. - Develop internal applications and digital tools by translating operational requirements into practical technology solutions to address business challenges and improve productivity. - Design, build and maintain system integrations between the CRM (Raisers Edge Nxt) and third-party platforms by leveraging APIs, webhooks, native connectors and other integration technologies to enable reliable and efficient data exchange across platforms. - Modernise platform architecture and data flows by consolidating systems, reducing manual processes and implementing scalable integration solutions to improve data quality and create a connected supporter ecosystem. - Research and implement emerging technologies by evaluating new automation, digital capabilities to drive innovation, continuous improvement and operational effectiveness. - Build organisational capability in automation and digital solutions to support sustainable adoption and continuous improvement by providing training, coaching, documentation and change support.

	- Establish governance and operational controls by maintaining development standards, documentation, monitoring, security, privacy and support frameworks to ensure solutions remain compliant, reliable. - Build strong stakeholder relationships to deliver technology solutions aligned with business needs by collaborating across fundraising, data, IT and transformation teams.
Key Stakeholders	Internal - Fundraising & Partnerships directorate data team - Transformation data team - Fundraising, Philanthropy & Partnerships leadership and team - Finance team - Governance, Risk & compliance team External - Suppliers, Agencies, and other business stakeholders - Vendor and platform providers

Key Selection Criteria	
Knowledge, Skills, and experience	Expertise and Depth of Knowledge: extensive knowledge and expertise in their specific domain, demonstrated through education, certifications, and practical experience. Ability to provide accurate and insightful guidance based on their comprehensive understanding of the subject matter. Analytical and Problem-Solving Skills: Ability to not only understanding technical details of the subject but also the skills to interpret data and trends to inform decision-making. Sound problem-solving skills enable process improvement, innovation, and the ability to address challenges effectively. Communication and Presentation Skills: Ability to simplify technical concepts for non-specialists, deliver presentations, and create clear documentation with the intent to enable knowledge transfer to influence and drive projects and initiatives. Collaboration and Influence: Willingness to work collaboratively with cross-functional teams, providing expertise to inform projects and initiatives. Their ability to integrate their knowledge into broader organizational strategies and work effectively with others enhances their value as resources and trusted advisors within the organization.
Qualifications and Experience	- Demonstrated experience in delivering automation (Power Automate/UI Path), systems development and integration including the design, development, implementation and support of business systems and processes. - Strong technical skills in system integration and solution design, including experience working with APIs, data flows and related technologies. - Proven ability to translate business requirements into practical technology solutions, manage competing priorities and deliver projects from concept

	through to implementation. Strong problem-solving and continuous improvement skills, with the ability to identify opportunities to improve business processes through automation, AI and digital technologies. 4. Relevant tertiary qualifications in Information Systems, Computer Science, Engineering, Business Process Management or a related discipline; industry certifications in Power Platform/Ui Path are highly desirable. 5. Experience working within a not-for-profit, fundraising, community services or purpose-driven organisation is highly desirable.
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Checks, Licenses & Registration

Probity checks must be completed as indicated below:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

☒ National Police Check/Criminal Record Check [Mandatory]	☐ Drivers License [required for travel to RFDS locations]
☐ Working with Children Check	☐ Discipline Specific Vaccination – Covid (3 doses)
☐ Professional Registration Choose an item.	☐ Discipline Specific Vaccination-Influenza
☒ Evidence of Right to Work in Australia [Mandatory]	☐ Discipline Specific Vaccination-Hep B or other

Important information

All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.

The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.

Therefore, employees are expected to meet their obligations under the relevant policies related but not limited to Child Safety and Workplace Health & Safety.