

POSITION DESCRIPTION

Database Project Officer

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 Data Projects Officer is a part time 12-month fixed-term role established to deliver the data remediation, standardisation and platform transition activities arising from the Visualise Fundraising data standards and process assessment. Working within the governance framework established by the CRM Lead and the technical standards defined by the Supporter Data & CRM Specialist, the role executes approved data clean-up, migration, archiving and remediation activities, validates outcomes and maintains project documentation. The role exists to convert approved standards, remediation plans and transition requirements into completed, sustainable system improvements and does not own CRM governance, platform design, supporter administration, fundraising analytics or ongoing CRM configuration.

Key Accountabilities	
Tasks and Responsibilities	- Implement the configuration, code-table and data-structure changes recommended in the Data Integrity Clean-Up Plan, applying approved dispositions including retire, consolidate, restructure or retain, so agreed data standards are accurately reflected within the CRM. - Extract, prepare and validate data required to support the Visualise Fundraising data standards and process assessment, including field, code-table, record-type, process and data-quality review activity, ensuring outputs are accurate, complete and provided in line with agreed project requirements. - Prepare, execute and validate bulk data operations, including global changes, record consolidation, code updates and approved data correction activities, ensuring all changes are tested, controlled and auditable before being applied at scale. - Execute approved imports and migration activities using the mapping specifications, validation requirements and import frameworks developed by the Supporter Data & CRM Specialist, ensuring remediated data is accurately captured within the CRM. - Execute gift record and coding remediation activities by correcting, reconciling and standardising historical fundraising income data to approved gift, fund and campaign coding standards, ensuring income data remains consistent and reliable for operational and reporting purposes. - Validate completed remediation work against the Clean-Up Plan and Data Standards Document through testing, reconciliation, exception reporting and quality assurance processes, escalating identified issues before they impact broader operations. - Update the Data Standards Document and associated project documentation to reflect implemented changes, ensuring system configuration, remediation outcomes and business rules remain accurately documented.

	• Deliver the record-capacity remediation and archiving project by identifying, preparing and executing approved archiving, suppression and record consolidation activities, ensuring the organisation maintains sufficient capacity for future growth. • Support platform transition projects, including the retirement of Database View dependent processes and consolidation of fundraising technology platforms, by preparing, cleansing, validating and reconciling data before and after implementation activities. • Plan, coordinate and track the remediation projects assigned to the role by maintaining delivery plans, monitoring risks, dependencies and progress, and documenting validation outcomes so project delivery remains transparent, auditable and repeatable
Key Stakeholders	Internal • Director, Supporter Experience & Growth Enablement • Fundraising data & supporter experience teams • Fundraising & Partnerships program teams External • Blackbaud • Third-party platform providers

Key Selection Criteria	
Knowledge, Skills and Experience	1. 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. 2. 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. 3. 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. 4. 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 organisation.
Qualifications	1. Demonstrated experience in data-operations, data-quality or database support role, including hands-on experience with fundraising or membership CRM. Raiser's Edge / RE NXT experience is essential. 2. Demonstrated experience executing bulk data operations at scale, including global changes, imports and de-duplication across datasets of tens of thousands of records, with a disciplined approach to sampling, testing on a subset and reconciling counts before and after changes are applied.

	3. Demonstrated ability to work accurately to a documented standard or project plan, with strong attention to detail and a disciplined approach to checking work before and after changes are applied. 4. Advanced Microsoft Excel capability, including complex formulas, lookups, Power Query, pivot tables and data validation, with the ability to manipulate, reconcile and validate high volumes of data efficiently. SQL or equivalent query skills, used to verify the results of bulk changes independently against a data warehouse, are advantageous. 5. A relevant qualification in data, information systems, business or a related field, or equivalent demonstrable experience. Experience in a community-health, charity or not-for-profit operating environment is advantageous.
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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.