

Position Description

Donor Database Specialist

Location:	Milton	Reports To:	Director Fundraising & Development
Salary Range:	Negotiated	PD Date:	October 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a *team* that is *professional, ethical, caring, courageous* and *collaborative* and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the program

The Fundraising, Advocacy and Marketing (FAM) team plays a key role in building awareness, generating support and strengthening Act for Kids' impact. Together, the team is responsible for generating philanthropic income each year to support vital services, including Integrated Therapy Services, Flourish on the Gold Coast and Safe Families at our Moreton Centre. Through fundraising

campaigns, appeals, events and partnerships, we connect individuals, businesses and communities with opportunities to make a difference in the lives of children and families.

The team also leads Act for Kids' advocacy, marketing, brand and communications activities. This includes developing campaigns that amplify the voices of children and families, influence public policy and drive positive change in child protection and child safety. Through media relations, digital marketing, storytelling and stakeholder engagement, we build awareness of Act for Kids, strengthen our reputation and help audiences understand the importance and impact of our work.

About the position

The Donor Database Specialist sits within the Fundraising, Advocacy and Marketing team and will manage and maintain the fundraising CRM and its strategic direction and provide meaningful data analysis and support to help the wider team achieve its goals.

The role will be critical in managing our fundraising CRM's (Raiser's Edge NXT) transition from database view to web view, whilst also ensuring donations are processed with a high level of accuracy in a timely manner.

Key responsibilities

- Manage all aspects of the fundraising CRM (Raiser's Edge NXT), including data integrity, updates and amendments, ensuring processes are moved from database view to web view as the updated functionality is released.
- Manage the integration of the supporter database with complementary software and other required integrations.
- Provide training to team members on updated features and procedures throughout the transition to web view.
- Undertake database housekeeping activities such as cleaning of duplicate records and cleansing and maintaining tables and custom fields.
- Create lists for supporter segmentation in collaboration with the marketing team for supporter communications. This includes electronic as well as direct mail communication, liaising directly with the mail house where required.
- Champion data analysis to provide meaningful insight into donor activity and appeal performance.
- Produce queries, exports and analytical reports for the wider team.
- Accurately and efficiently manage all supporter financial interactions including the processing, banking, coding, and receipting of donations.
- Responsible for daily bank reconciliation as well as the transfer of information to the finance team.
- Liaise with the finance and compliance teams to ensure the financial records required for audit or authentication of donations are in line with audit, privacy and data protection requirements.
- Manage donation-related enquiries from supporters by responding to all queries in a timely manner, via post, phone and email.
- Assist with the regular giving program including creating/ updating regular giving records, processing recurring donations and undertaking donor retention communication.
- Manage third party supporter information and transactions to ensure information is correctly entered into the database.
- Assist with the team's general compliance obligations.

General responsibilities

- Work in accordance with all Act for Kids policies, procedures and organisational requirements.
- Demonstrate a strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in line with relevant child safe principles, standards and legislation.
- Identify, report and respond to child safeguarding risks in accordance with organisational policies, legal obligations and established risk management practices.

- Comply with work health and safety legislation, policies and procedures, take reasonable care for your own health, safety and wellbeing and that of others, and report hazards, incidents and injuries as soon as practicable.
- Engage actively in regular supervision and the Individual Development Plan (IDP) process, contributing to continuous learning and professional growth.
- Maintain confidentiality and privacy in all matters relating to children, families, team members, donors and organisational information.
- Undertake other duties reasonably requested by your manager, consistent with the responsibilities of the role.
- Contribute as a client and customer-focused, values-based team member who works collaboratively to achieve positive outcomes across Act for Kids.
- Model Act for Kids' values in all workplace interactions by being *professional, ethical, caring, courageous, collaborative* and *team* oriented.

About you

Qualifications

- Tertiary qualification in relevant discipline (e.g. Philanthropy, Economics, Business, IT or similar).

Skills and experience

- Prior experience working in a similar role using Raiser's Edge NXT, our fundraising CRM, is essential.
- Experience in community services or not-for-profit sector is desirable.
- Demonstrated experience in the management of data as well as attention to detail in transaction processing with a high level of accuracy.
- Computer literacy including intermediate capabilities in Excel for additional data analysis and/ or segmentation.
- Working knowledge of marketing platforms, including email (Campaign Monitor) and SMS (RunGopher), is desirable.
- Demonstrated problem solving skills.
- Confidence working and liaising with external suppliers on a regular basis.
- Ability to work within a team as well as independently to take responsibility for the completion and delivery of tasks.

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.
- Flexibility to attend meetings and events outside of ordinary office hours.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.

Act for Kids warmly encourages applications from Aboriginal and/or Torres Strait Islander peoples.