



Royal Flying Doctor Service
VICTORIA

POSITION DESCRIPTION			
Position Title	Database Co-ordinator		
Location	Richmond Victoria		
Reports to	Data & Insights Specialist	Employment	12-month fixed-term FT
Department	Marketing and Fundraising	Direct Reports	1
	INCUMBENT	SUPERVISOR	HR
SIGNED			
DATE			
Position Purpose:	<p>The Database Coordinator is responsible for the daily management of the Raiser’s Edge (RE) database and associated technology, ensuring it is being used to maximum advantage with clear policies and procedures supporting all users. This is a critical role which will bridge the gap between the evolving business requirements of the Marketing and Fundraising team and the capabilities of RE.</p>		
Position Tasks and Responsibilities	<p>The role involves:</p> <ul style="list-style-type: none"> • Co-ordination of RE processes and procedures on a daily basis • Manage and oversee the work of the Database Officer whose focus is on data imports, exports and quality. • Oversee planned and ad-hoc data and reporting requests, and produce complex data extracts. • Maintain policies and procedures for RE based on best practice and consistent with department policies; identify and recommend improved procedures for data management and develop maps to streamline operations and improve data quality. Maintain code tables and data structures of the database. • Be responsible for the accuracy and integrity of records and data on the database; implementing quality control mechanisms; overseeing the data entry and import process. Provide support to program leaders within Marketing & Fundraising and also for Stakeholder relationships, encouraging self-service reporting and ownership of their data and processes • Train and develop database users across the organisation, tailoring training for various internal stakeholders 		

<p>Workplace Involvement</p>	<ul style="list-style-type: none"> • Provide in-house expertise and technical support to database users on database issues, identifying, researching, and resolving technical problems, working with Blackbaud and other suppliers as needed. Identify user requirements and bridge their ‘needs gap’ by working collaboratively with all staff to provide insight and recommendations on their programs. • Contribute to the positive culture of the Marketing & Fundraising team • Ensure that RFDS values are adhered to and fundraising activities are ethical, transparent and achieve compliance with data protection legislation for NFP sector • Completion of various projects as specified by Data & Insights Specialist and GM Marketing & Fundraising <p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners, collaborators and at public events as required</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p> <p>Demonstrate the organisation’s agreed values through actions</p>
<p>Working Relationships:</p>	<p>External</p> <ul style="list-style-type: none"> • Supporters, donors, volunteers and corporates; and • Raisers Edge & Blackbaud, mailhouse, suppliers and contractors <p>Internal</p> <ul style="list-style-type: none"> • RFDS Vic Marketing and Fundraising Team • Raisers Edge power users from across the organisation • RFDS interstate fundraising personnel
<p>Qualifications and Experience:</p>	<ol style="list-style-type: none"> 1. Experience in a similar database coordinator role 2. Experience in Raisers Edge and or Raisers Edge NXT 3. Excellent IT skills – Access and advanced Excel for data analysis 4. Previous experience in the Not for Profit sector with an understanding of data in relation to direct marketing, community fundraising and philanthropy with a particular focus on regular giving 5. Prior experience that demonstrates an understanding of not-for-profit sector drivers.
<p>Skills, knowledge, mandatory requirements and competencies</p>	<ul style="list-style-type: none"> • Experience analysing and reporting of transactional and management information • Thorough knowledge of CRM databases (data imports/exports, complex queries, data segmentation) • Excellent communication skills

	<ul style="list-style-type: none"> • Ability to manage competing deadlines to contribute towards organisational goals • Ability to collaborate with team members and meet their data requirements at a high level for the benefit of the team
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct and Organisational Values	<p>All Royal Flying Doctor Service of Victoria employees are mutually responsible for the success of the organisation.</p> <p>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.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Conduct to the highest degree of ethics and integrity • Creative thinking and openness to new challenges • Appreciating diversity in the workplace and treating everyone with courtesy and respect • Effective communication, which is open and honest • Modelling best practice and leadership <p>Our organisational values are detailed in the 'Vision 2020' Document and our Induction Handbook.</p>