



## **Fundraising Data Coordinator Job Description**

<b>Location</b>	<b>Sydney (Broadway)</b>
<b>Reporting to</b>	<b>Data Manager</b>
<b>Travel</b>	<b>International/Domestic/Nil</b>
<b>Supervising</b>	<b>NIL</b>
<b>Status</b>	<b>Full time / 12 Month fixed term</b>
<b>Band / Grade</b>	<b>B1</b>
<b>Date:</b>	<b>1 February 2021</b>

### **Organisational Context**

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF provides assistance to populations in distress irrespective of race, religion, creed or political convictions.

The Australian Section of Médecins Sans Frontières was established in 1995 and is one of 21 sections, 24 associations and other offices that form the MSF global movement providing oversight and expertise, funding and staff for field operations and communicating on the needs of our patients. MSF Australia deploys over 200 field staff per year from Australia and New Zealand. The organization secures an annual revenue of AUD 90 million in untied funds. The Australia section hosts a Medical Unit in Sydney bringing specialized expertise in the field of Women's health and Paediatrics in support of our operations overseas. MSF Australia has over 70 full time staff and an active association of over 600 members.

Médecins Sans Frontières Australia considers data to be a mission critical to organisational resource. The Data Services Coordinator has a responsibility for both the maintenance and the facilitation of the use of organisational data.

The Data Coordinator will provide and oversee the provision of data related services to the organisation in order to assist in the enhancement of current programs, the evaluation of prior and proposed programs and the continual development of efficient data processing and analytics.

## **Overall Responsibility**

The primary responsibility of this position is to provide data assistance to the Fundraising Team and provide backup to the Data Manager and guidance and support to the Data Officers, the Finance Team and the Supporter Relations team

In addition to the success measures outlined above, the position will also be evaluated on a range of non tangibles including a positive contribution to the cohesion of fundraising department and the organisation in general.

## **Main Tasks and Duties**

### **Data**

- In the Data Manager's absence, assume Database administrator level responsibility for both the Raiser's Edge CRM and the Payment Gateway.
- Develop, implement, manage and oversee a number of programs and projects designed to enhance and maintain data quality and integrity
- Ensure the smooth transfer of data and the efficient provision of data to a range of fundraising and organisational activities
- Provide Ad hoc reporting as required
- Support the Data Manager to determine the implications of gaps in the data processes and management from the current data collection and recording mechanisms
- Assist Data Manager in design and implementation of approved new data processes
- Provide Back up to the Pledge Coordinator, running any pledge in his/her absence

### **Data Quality, Integrity and Security**

- Maintain programs designed to achieve high levels of data hygiene.
- Assist the Data Manager in database tasks including undertaking the investigation and resolution of database performance issues, including monthly, quarterly, and annual cleanup and tidy of obsolete queries/exports/imports/report templates.
- Maintain database security. Ensure that related process and procedures are in place to address related issues.
- Ensure all data movement and data storage is PCI compliant

### **Data Transfers**

- Develop and maintain effective, efficient, secure and compliant methodologies of data transfer
- Oversee the importing, exporting of donor data and the implementation of methodologies by the Data Support Officer.
- Research and implement improved methods of transferring data.
- Liaise with Regularly Giving Team and Suppliers to ensure smooth transfer of data while meeting important deadlines

## **Data reporting**

- Provide or oversee the provision of data according to specifications supplied and agreed with Fundraising teams and other departments by querying, selecting, cleaning and calculating data exports for mail appeals or special projects – including data counts, data analysis and segmentation, return on investment etc.
- Oversee the assistance of Finance reconciliation of database and finance processes and other finance department data tasks as requested including Earmarked gifts.
- Seek and provide information on data related opportunities and risks.

## **Database Business Process Management**

- Ensure that the existing database related documentation including those covering procedures and processes are adhered to.
- Participate in the updating of data related processes and documentation.

## **Fundraising Program**

- Provide reports as requested by other Fundraising Managers
- Provide advice on preferential data collection priorities
- Determine and implement appropriate analytical tools and procedures to meet departmental reporting requirements.

## **Staff Management**

- Effectively manage the Data Support Officers when the Data Manager is unavailable.

## **Internal Relationships**

Provide support to the Supporter Relations and Finance Teams in their use of the Raisers Edge CRM.

## **Compliance**

- Ensure that all work undertaken meets legislative and regulatory compliance obligations, including Trade Practices Act 1974, various state and territory fundraising legislation and other as appropriate.
- Ensure all work undertaken is consistent with National Privacy Principles and related regulation and legislation.
- Ensure all work produced is in accordance with Médecins Sans Frontières Australia Style Guidelines.
- Ensure compliance with Médecins Sans Frontières Australia financial accountability processes.
- Any other relevant compliance regimes including OH&S

## **Other**

- Undertake such other fundraising and data related activities as may be required.

## **Travel**

- This position may be required to undertake occasional interstate travel.
- This position is unlikely to be required to undertake international travel.

## **Selection criteria**

### **Essential**

- Proven Fundraising experience & exposure to the NGO environment
- Exposure to Raisers' Edge (or equivalent) Donor Database
- Advanced Excel and Access skills with knowledge about complex data sets
- Exceptional attention to detail.
- Ability to deliver to deadlines while multitasking in a high-pressure environment
- Experience in project management
- Consultative approach to teamwork / ability to provide team guidance and step up as required
- Current right to work in Australia
- Support the values of MSFA and MSFNZ

### **Desirable Criteria**

- Knowledge of and ability to write macros

## **Applications**

Applications MUST address individual selection criteria. You should also write a cover letter indicating why you want to work for Médecins Sans Frontières Australia and attach a copy of your CV.

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds and people with disabilities.

People with a disability can request support from our Domestic HR Department if you think you may require reasonable adjustment during the recruitment process.

## **Applications close: Sunday, 7 March 2021**

Applications and enquiries to  
Email: [officerecruitment@sydney.msf.org](mailto:officerecruitment@sydney.msf.org)