



Data Officer (Regular Giving Focused)

Job Description

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| Location: | Sydney (Broadway) Flexibility for partial work from home |
| Reporting to: | Data Manager |
| Travel: | - |
| Supervising: | - |
| Status: | Permanent/ fulltime |
| Band / Grade: | A3 |
| Date: | October 2021 |

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 30 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 organisation secures an annual revenue of AUD 90 million in untied funds. The Australia section hosts a Medical Unit in Sydney bringing specialised 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.

Overall Responsibility

The Data Team form a core component of Engagement at MSF Australia. The primary responsibility of this position is to assist with the day to day process of performing organisational data transfers between our CRM (Raisers Edge) and third-party suppliers, as well as ensuring integrity of donor data management.

The primary success measure for this position is the successful implementation and completion of specified data movements and managing competing priorities in time for monthly payment runs. This role will also be responsible for completing nominated tasks related to data movements or data integrity

Main Tasks and Duties

Data Movement

- Facilitate the transfer of donor data from third party suppliers to the CRM, within agreed parameters and timelines.
- Work with Data Manager, Regular Giving, and Suppliers and to ensure the import process is timely, efficient and accurate.
- Foster good relationships with the Regular Giving and Supporter Relations department, and with all Third Party Suppliers.
- Maintain, and where appropriate, improve data health and hygiene during data transfers and imports
- Ensure that appropriate data verification processes are undertaken before and after data transfers.
- Liaise with Regular Giving team to setup efficient processes for new suppliers.
- Liaise with Suppliers, Regular giving and Support Relations Teams to ensure the data is received and uploaded to meet quality standards, audit processes and key deadlines.
- Maintain secure methods of workflow at all times

Data Management

- Provide data support to nominated organisational projects at the direction of the Data Services Manager in consultation with the appropriate project manager.
- Under direction of Data Services Manager undertake tasks associated with improving organisation donor data quality.

People:

- Work under the supervision of the Data Services Manager on nominated projects.
- From time to time undertake any other relevant tasks as directed by the appropriate management line.
- Apply a high level of diligence and attention to detail to all tasks including those relating to quality control and data verification processes.
- Provide bank up to the Data Officer (Digital) as required

Other

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

Travel

- It is unlikely this position will be required to undertake any interstate travel
- This position will not be required to undertake international travel.

Selection criteria

Essential criteria

- Advanced Excel and Access skills
- Familiarity with, and exposure to, complex data sets
- Exceptional attention to detail.
- Ability to deliver to deadlines.
- Ability to work in a team
- Current right to work in Australia

Desirable criteria

- Exposure to Raisers' Edge Donor Database
- Exposure to the NGO environment.

In MSF Australia, we believe the the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping In** and **Collaboration**. At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build.

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, we encourage flexibility (in all its forms) and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+, people from other 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 14 November 2021

Applications and enquiries to
Email: officerecruitment@sydney.msf.org