



POSITION DESCRIPTION

TITLE	Database Volunteer
REPORTING TO	Database Officer
LOCATION	Melbourne
EMPLOYMENT DETAILS/HOURS	1-2 days per week (ongoing)

Introduction

WaterAid's vision is of a world where everyone has access to safe water and sanitation. Our mission is to transform lives by improving access to safe water, sanitation and hygiene (WASH) in the world's poorest communities. WaterAid works with partners to maximise its impacts for policy change/influence.

WaterAid works through supporting local organisations and government authorities to design and demonstrate appropriate and sustainable WASH programs. WaterAid also seeks to influence policy change through government and other key sector actors to secure and protect the right of poor people to safe, affordable water and sanitation services.

Everything we do is shaped by our six values:

- Integrity
- Respect
- Collaboration
- Courage
- Accountability
- Innovation

WaterAid is a child safe organisation. We recognise that we must meet community expectations and the trust placed in our personnel to maintain the highest standards of conduct with children. Therefore, all positions within WaterAid are required to comply with our Child Safeguarding Policy and Code of Conduct.

WaterAid is committed to protection from sexual exploitation and abuse in everything we do. The values and standards we uphold are highlighted in our Global Code of Conduct. All positions within WaterAid are required to comply with our Global Code of Conduct.

Position Summary

The Database Volunteer is responsible for strategizing, supporting and maintaining the integrity of WaterAid's donor database, Raiser's Edge. This includes assisting the database officer in establishing database principles, guidelines and continued data hygiene and applying any other technical solutions to minimize risk and maximise overall database capabilities.

- Database hygiene activities that will include:
 - Recoding of donation codes
 - Clean up of donor segment codes

- Data Entry into Raiser's Edge
- De-duplication of donor records
- Clean up of donor contact details format (Phone, Address & Emails)
- Contacting donors to reconfirm opt out codes, new donor email bounces
- Review and clean up code tables in Raiser's Edge
- Assist database officer with coding structure review & restructure
- Updating unsubscribes from Campaign Monitor in Raiser's Edge
- Weekly cleansing of Funraisin data files during Water Challenge
- Continually improve policies and procedures on entering & extracting data for efficiency & consistency.
- Assisting database officer with data imports during busy campaign periods.
- Donations processing during campaign periods.
- Researching data enrichment & integration service options.
- Assisting database officer in reviewing all BAU processes that are completed in Raiser's Edge and providing recommendations for process improvements.
- Assisting database officer with database audits & reviews.

Key Performance Areas/Accountabilities

The Database Volunteer reports to the Database Officer and is a member of the Corporate & Community Engagement (CCE) team. The role works supports the broader Individual Giving department and will interact with other members of the team. This role also has a high level of interaction with suppliers and WaterAid donors and supporters.

Qualification, Skills & Attributes (Key Capabilities/Selection Criteria)

- Experience in working with CRMs – Salesforce, Raiser's Edge, DonMan preferred.
- Advanced Microsoft Excel skills – experience using pivot tables, power query & array formula's.
- Experience working with queries, data import & export is advantageous.
- Strong analytical skills, tech savvy and a solid understanding of data management best practice.
- Proven ability to engage a wide range of people in a cause.
- Proven ability to successfully manage multiple projects simultaneously, working to a high standard under own initiative.
- Strong administrative and word processing skills.
- Exceptional communication skills via phone.
- Commitment to WaterAid's values and a working style that reflects these.

To Apply:

Please submit an application to recruitment@wateraid.org.au

Applications for this position must include a resume and a cover letter addressing the above Qualification, Skills and Selection Criteria.

Applicants must have the right to work in Australia.