WaterAid

POSITION DESCRIPTION

TITLE	Database Officer
REPORTING TO	Data & Analytics Manager
LOCATION	Melbourne CBD
CLASSIFICATION	4
EMPLOYMENT DETAILS/HOURS	Part time, 3 days per week (6-month probationary period)

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 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

Overview

WaterAid Australia works within a federated international NGO structure, and is the WaterAid international member responsible for managing country programs in South East Asia and the Pacific. WaterAid Australia has country programs in Timor-Leste, Papua New Guinea, and Cambodia.

The organisation is seeking a highly motivated Database Officer to work with the Data & Analytics Manager in supporting Corporate & Community Engagement department with development and maintenance of the database on Raisers Edge.

WaterAid is a child safe organisation and committed to protection from sexual exploitation and abuse in everything we do. All positions within WaterAid are required to comply with our Child Safeguarding Policy and Code of Conduct.

Job purpose

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

- Regular import of data files for various campaigns into database utilising Import-o-matic.
- Database hygiene activities that will include:
  - Reclassifying gift codes in database.
  - Clean up of donor records that includes contact details update, address updates, and other donor attribute updates.
  - Regular deduplication of donor records.
  - Review and clean up code tables in Raisers Edge.
  - Weekly cleansing of new records added to Raisers Edge.
  - Updating campaign and appeal codes during campaign periods.
  - Support other ad hoc data hygiene projects where required.

- Continually improve policies and procedures on entering and extracting data for efficiency and consistency.
- Support Corporate & Community Engagement (CCE) department with data capture and management processes and improvements
- Research data enrichment and integration service options.
- Assist Data Manager in reviewing all BAU processes that are completed in Raisers Edge and providing recommendations for process improvements.
- Assist Data Manager with database audits and reviews.
- Support fundraising team with supporter care tasks as required.

Key accountabilities

The Database Volunteer reports to the Data & Analysis Manager and is a member of the Corporate and Community Engagement (CCE team). The role works to support 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.

Qualifications, Skills and Selection Criteria

Essential	
Experience	- Experience working with databases or data warehouses – Salesforce, MS Dynamics. - Experience with creating queries, running data imports and exports. - Experience with data hygiene protocols. - Experience working with large datasets and skilled in data manipulation.
Education	Tertiary education in either one of the following areas: Data Analytics, Information Systems, Finance or any other analytical areas.
Knowledge and skills	- Advanced Microsoft Excel skills - experience using pivot tables, power query and array formulas. - Strong analytical skills, able to assimilate, access and process information. - Ability to deal with confidential data sensitively and in accordance with WaterAid's privacy policy. - Protection policies highly numerate with the ability to interrogate database systems and provide clear data analysis. - Strong administrative and word processing skills. - Skilled in either one of the following languages – SQL, Python or R.

Personal qualities	• Proven ability to engage a wide range of people in a cause. • Strong communication skills. • Excellent attention to detail and appreciation of the need for data accuracy. • Commitment to WaterAid's values and working style that reflects these.
Desirable	
Experience	• Experience working within marketing or fundraising teams • Working knowledge of a supporter fundraising or membership database system such as Raiser's Edge, DonMan or Blackbaud CRM

Physical Environment and Demands

Ergonomic work stations within an open plan office, standing desks, recreational area and flexible work environment.

To Apply:

Please submit an application to recruitment@wateraid.org.au by 14th September, with the headline:
Application – Database Officer

Applications for this position must include a resume and a cover letter (max 2 pages) addressing the above Qualifications, Skills and Selection Criteria.

For any queries not answered in this document please contact Mirna Arivalagan (email mirna.arivalagan@wateraid.org.au).

Only shortlisted candidates will be contacted.