

POSITION DESCRIPTION

POSITION TITLE:	Database Specialist
CLASSIFICATION:	AO5
DEPARTMENT:	Corporate Affairs and Fundraising
LOCATION:	Herston

POSITION OBJECTIVES

The Database Specialist's primary responsibilities are the administration of The Raiser's Edge database (RENXT) and to serve as the single point of contact for all RE issues and questions. As the administrator of RE, this position will be responsible for database strategy, integrity and governance, as well as best user and system practice. Additionally, this position must keep up with the latest changes to RE and communicate necessary updates. As an expert, the Database Specialist will also lead the development of The Raiser's Edge practices and protocols, plus the planning and execution of an Institute user Raiser's Edge training curriculum for users from the beginner to the advanced level.

ORGANISATIONAL CONTEXT

QIMR Berghofer is a statutory body under the *Queensland Institute of Medical Research Act (1945)*. QIMR Berghofer Medical Research Institute proudly serves the people of Queensland with better health and wellbeing through impactful medical research. Our collaborative research programs address the foremost health challenges of our time. Our research responds to health challenges arising from social and environmental factors and aims to advance Aboriginal and Torres Strait Islander health equity.

QIMR Berghofer has a vision to lead the way to significant innovation in health outcomes, nationally and globally. We are committed to supporting ground-breaking research discoveries, achieving sustainability and conducting impactful research.

The Institute focuses its research within four key Programs:

- Cancer Research
- Infection & Inflammation
- Brain and Mental Health
- Population Health

Our Professional Services are organised into departments that provide specialist support for the conduct of internationally competitive research programs and projects. These include People and Culture; Business Development; Finance & Administration; Information & Facilities; Corporate Affairs and Fundraising; Scientific Services; Legal; Research Governance and Funding; Corporate Risk, Governance and Compliance; Growth and Partnerships; and Strategic Planning.

The Corporate Affairs and Fundraising Department is responsible for generating fundraising revenue to support

QIMR Berghofer's research programs and protecting and strengthening the Institute's reputation for research excellence.

QIMR Berghofer promotes a *Working Better Together* operating model, recognising that whilst the purpose of the Institute is medical research, and the contribution of researchers is key, it cannot be done without the work of our highly-skilled professional staff. It recognises that we are all here to facilitate the same mission – *Better health through impactful medical research. Working Better Together* is underpinned by the shared understanding and application of our values:

- Excellence
- Integrity
- Respect
- Collaboration
- Accountability

REPORTING AND RELATIONSHIPS

This position is part of the Corporate Affairs and Fundraising Department, reporting directly to the Fundraising and Philanthropy Manager and through to the Corporate Affairs and Fundraising General Manager.

PRIMARY RESPONSIBILITIES

- Serve as the Raiser's Edge expert on various projects designed to enhance QIMR Berghofer's ability to raise money, communicate with donors and key publics and track philanthropic support.
- Responsible for all donor database development, implementation and maintenance of protocols and mechanisms that support accurate and timely donation processing, effective direct mail campaigns and donor development actions by the fundraising team.
- Perform and/or oversee all exports for direct marketing mailings and donor campaigns and imports from external sources.
- Serve as the primary liaison between Finance, IT and Blackbaud, and Institute users to resolve problems and ensure collaboration.
- Develop standards, protocols, and conventions for data and database use and monitor staff and departmental use and applications. Ensure compliance with policies, protocols to support ethical and successful fundraising practices.
- Responsible for all code tables, user rights and security groups, and all global changes, imports and exports.
- Develop and maintain custom reports as required by members of CAF, senior management and Council.
- Ensure accuracy and integrity of donor files, implement best practice quality control mechanisms, and manage corrective actions on data issues.
- Set up and maintain regular reporting cycles, forecasting, campaign analysis and information management to aid growth in the donor base.
- Implement and manage best practice protocols for plug-ins and modules such as Events, Prospects and Import-o-matic.
- Ensure proper documentation, protocols and policies are maintained for data integrity. Review and update departmental protocols and policies annually. Routinely suggest policy and protocol topics for documentation, and draft, modify, post and implement policies and protocols as approved.
- Work with other Corporate Affairs and Fundraising staff to raise the Institute's profile as a charity of choice.

- Keep up to date with best practices and current trends.
 - Ensure work practices comply with the requirements of the Work Health and Safety Act, related legislative requirements and the Institute's WH&S policies and protocols.
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KEY SELECTION CRITERIA

Essential

- Advanced level competency working with a fundraising or CRM database, preferably Raiser's Edge (RE NXT), with minimum of three years' experience.
- Ability to interpret client requirements and provide effective solutions
- Ability to initiate projects, work independently and flexibly, manage competing priorities and meet deadlines.
- Ability to communicate effectively with multiple level users
- Advanced level computer literacy and competency in MS Office, including Word and Excel
- A demonstrated understanding of relationship fundraising and/or client relationship management
- Excellent accuracy and attention to detail.

Desirable

- Bachelor's degree (business, marketing, or information technology) or equivalent (3 years) industry experience
 - Experience in the not for profit sector
 - Experience segmenting and merging data for use in appeals
 - Experience in creating Pivot and Crystal reports
 - Knowledge of medical research or academic environment
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QIMR Berghofer also offers:

- Salary Packaging
- State-of-the-art facilities
- Stimulating work setting focussed on cutting-edge medical research
- Supportive/collaborative team environment
- Parental leave provisions