



NEW ZEALAND
RED CROSS
RIPEKA WHERO AOTEAROA

POSITION TITLE:	Supporter Care and Database Coordinator
LOCATION:	Wellington, Red Cross House
RESPONSIBLE TO:	Supporter Care and Database Manager
FUNCTIONAL RELATIONSHIPS:	Project Partners Coordinator National Office Staff Volunteers External agencies and suppliers

POSITION SUMMARY:

- Day to day coordination of regular giving donor and donation data including donation handling and fulfilment, data processing / management to maintain the integrity and effectiveness of the New Zealand Red Cross' donor database, *the Raiser's Edge*.
- Day to day management of relationships with external agencies to ensure all reporting and data deadlines are achieved to agreed standards and procedures.

KEY RESPONSIBILITY AREAS:

- Import weekly new donor files from our face to face and telemarketing agencies and process sign ups directly with Red Cross in a timely manner.
- Export and import data files and create reports for our face to face and telemarketing agencies as per schedule in a timely manner.
- Process regular giving donations (via direct debit / credit card), ensuring that gifts are scheduled, charged, recorded and acknowledged in a timely manner.
- Ensure that the data entered into the fundraising database is accurate, with regular checks to ensure the data held is of the highest quality possible to minimise risk and maximise income opportunities.
- Ensure that all compliance and legal requirements are met when processing and storing donation and personal data.

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- Be a point of contact for all of New Zealand Red Cross' monthly donors (Project Partners) and implement a programme of excellent supporter care, ensuring that complaints, responses and enquiries are responded to in a timely and appropriate fashion.
- Ensure that the investment made in the national fundraising database is maximised and that the Raiser's Edge and NXT are fully utilised as the system develops and users' requirements change.
- Work with the Supporter care and Database Manager to develop and maintain procedure manuals for this role and ensure that database users are adequately trained so they can undertake their tasks in the most effective and efficient manner.

Health, Safety and Wellbeing

- Take responsibility for your personal health, safety and wellbeing and that of others, by not knowingly putting yourself or others at risk.
- Follow all safety and wellbeing procedures and instructions advised to you.
- Report incidents, including near misses, promptly for investigation.
- Actively deal with and /or report unsafe practices, actions and / or conditions for prompt attention.
- Actively participate in the management of health, safety and wellbeing in your workplace and bring any concerns or suggestions to the attention of your manager and/ or health safety and wellbeing representative.

DELEGATIONS:

Staff Management

Number of direct reports	0
Number of staff reporting to direct reports	0

Delegations

Financial Delegations	0
Employment Related Delegations	0

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

PERSON SPECIFICATION:

Experience/Competencies

The appointee would be able to demonstrate:

Experience

- Data and database management experience essential.
- Experience of managing external agencies desirable.
- Experience of using a fundraising database desirable.
- Experience of managing multiple tasks to deadlines and prioritising own workload.
- Experience of working in a customer / supporter service environment.

Knowledge / technical skills

- Attention to detail and excellent numeracy skills.
- An understanding and appreciation of the legislation affecting charity marketing and fundraising.
- Ability to engender internal support for the supporter care programme.
- Excellent written and oral communication and negotiation skills.
- Intermediate Microsoft Office skills.

Competencies

- Methodical approach to work with the ability to initiate, implement and complete tasks to a high standard and with minimum supervision.
- Attention to detail and excellent numeracy skills.
- Strong inter-relationships skills with confidence to handle telephone enquiries and complaints.
- Proven attitude that goes the extra mile as matter of course, not the exception.
- Excellent communication skills, ability to mix and work with a wide range of people, confident and friendly in approach.
- Initiative and flexibility with open mindedness.

Behaviours

- Uphold the Fundamental Principles of the Red Cross and Red Crescent Movement.
- Recognise and value the contribution of others.
- Demonstrate flexibility and open-mindedness.
 - Empathy with humanitarian causes
- Be enthusiastic and commit to work as a team member of Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

APPROVED:

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Authorised signature:	
Name:	Niamh Lawless
Position:	Secretary General
Date:	