

Supporter Care and Data Manager

- Based in Melbourne
- Permanent, Full time
- Work with a passionate team dedicated to creating a more equal world and ending poverty

CARE International is a leading international aid organisation that has been working around the globe to save lives and defeat poverty for almost 75 years. We put women and girls at the heart of our work because we know we cannot overcome poverty until all people have equal rights and opportunities.

About the Role

We are looking for a highly-motivated Supporter Care and Data Manager to implement strategic direction and operate excellence of all issues related to our data integrity, supporter customer service, donor privacy, and provide best-in-class support to a broad range of fundraising activities.

In this role you will:

- lead a small and highly talented, engaged and empowered team creating a culture of positivity, innovation and accountability who embrace our values;
- lead on CARE's overall database strategy, including the management, maintenance, development, and overall hygiene and integrity of CARE Australia's supporter database (currently Raiser's Edge or RE);
- develop CARE Australia's supporter care strategies, assist the Supporter Care Team Leader with reputational issues and complaint management, and work across teams to build supporter loyalty working in sync with other retention and donor stewardship activities;
- work with fundraising, digital staff and external suppliers where appropriate to develop targeting strategies for campaigns and export data selections when required;
- provide a broad range of stakeholders at all levels of the organisation data, results, analytics and insight to build learnings and support future plans, and identify data gaps and analysis requirements for fundraising teams.

To be successful in the role you must have:

- tertiary qualification with a minimum 5 years' experience in a related field;
- leadership experience with a proven ability to manage and inspire a small team combined with excellent organisational skills and resilience in managing competing priorities;
- excellent experience with Customer Relationships Management software – ideally Raiser's Edge - advanced MS Excel, and technical knowledge of data manipulation techniques and analysis;
- strong negotiation, written and verbal communication skills;
- experience in developing a database strategy;
- experience with customer service delivery, complaints management and in articulating a donor-centric vision that builds a loud and central customer voice within the organisation;
- experience in process mapping and process design;
- experience and understanding of Structured Query Language (SQL) and reporting tools such as Crystal Reports ideal but not essential.

What we can offer you

- A flexible and supportive work environment in the heart of the city, with perks including purchased leave and extra leave at Christmas
- Generous salary packaging benefits
- 17.5% leave loading
- Professional development and training opportunities

CARE Australia reserves the right to seek information from job applicants' previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment, and/or child abuse the applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant's employment with that employer. By submitting the application, the job applicant confirms that s/he has no objection to CARE Australia requesting the information specified above.

Want to know more about the role?

To view the **Candidate Information Pack**, please copy and paste the following link into your browser: [http://www.care.org.au/Candidate information pack-Supporter Care and Data Manager](http://www.care.org.au/Candidate%20information%20pack-Supporter%20Care%20and%20Data%20Manager)

How to Apply?

To apply for a job with CARE Australia, please review the Candidate Information Pack linked to the relevant vacancy on our careers page (<http://www.care.org.au/careers>). Please ensure you attach your CV and one page cover letter outlining your suitability for the role, when you submit your application.

Questions about the role?

Please contact Alice Anwar, Head of Individual Giving on 03 9009 7131 or Alice.Anwar@care.org.au (please do not email applications to this address).

Applications Close: 12:01 am (AEST), Monday 21 October 2019