

# DATA STRATEGY SERVICES AND INSIGHTS MANAGER

Join the Fundraising team at Breast Cancer Trials and help to deliver world-leading clinical trials to prevent, treat, and cure breast cancer.

This new position will suit an enthusiastic data-driven individual, who brings a combination of technical expertise, leadership skills, and a strategic mindset. By leading our data revolution, you'll be responsible for the management of fundraising data and infrastructure; data analysis and insights to inform our fundraising strategy; and the critical supporter services function.

Your experience in, and understanding of, data best-practices, customer/supporter-centric methodology, and data analysis will be critical to achieving our growth goals and you'll be supported by a diverse and inclusive workforce. Reporting to the Chief Operating Officer - Fundraising and Philanthropy, your primary responsibilities will include;

## **STRATEGY**

- Develop and implement a Fundraising Data Strategy aligned to meet the Fundraising Department goals and objectives and which addresses the key areas listed below.
- Establish data governance and data management practices to ensure data quality, security, compliance, and timely collection and reporting.

## **DATA MANAGEMENT AND INFRASTRUCTURE**

- Oversee the collection, integration, and analysis of data from various sources including website/s, digital, offline and 3rd parties.
- Conduct a review of the current Customer Relationship Management system, Raiser's Edge, developing a deep understanding of the data collected and held, the current use and integrations with other data infrastructure, and assess its capacity to deliver on the fundraising growth planned. Dependant on outcomes of review, research and manage migration to potential new CRM.

## **DATA REPORTING AND INSIGHTS**

- Manage the development of reporting systems and capabilities to report best-practice fundraising KPIs and performance metrics.
- Collaborate across the fundraising department and with our IT provider to identify opportunities for data-driven improvements, new opportunities and to ensure effective data utilisation.

## **DATA PRIVACY AND SECURITY**

- Ensure data collection and retention compliance with the Australian Privacy Regulations and PCI industry standards.
- Implement and maintain security measures to protect sensitive data.

## SUPPORTER SERVICES

- Manage the supporter services team and oversee the delivery of prompt, efficient and best-practice customer service activities.

## ABOUT YOU

Our ideal candidate will have;

- Proven experience in data management, data analytics or a related role.
- High competency and understanding of customer/supporter data best-practice, customer/supporter-centric methodology and data analysis metrics to help inform and drive strategy.
- Demonstrated high level of interpersonal, oral and written communication skills.
- High proficiency in Raiser's Edge or other Customer Relationship Management (CRM) systems.
- Strong knowledge of data visualisation tools (e.g Power BI).
- Proficiency in data analytics tools and working knowledge of programming languages.
- High level proficiency in Microsoft Office Suite, Mailchimp or other automated marketing system, and CMS (preferably WordPress).
- Exceptional leadership skills and the ability to manage, support and inspire teams.

## WHY WORK FOR US?

As an employee at Breast Cancer Trials, you will be part of a diverse and supportive workforce who are committed to saving and improving the lives of people affected by breast cancer. We also offer;

- Salary Packaging - In addition to your salary you can package up to \$15,900 annually pre tax and benefit from a \$2,650 meals and entertainment card
- Work/Life Balance - Flexible work arrangements
- Professional development – Training, development and career progression opportunities
- Recognition and Reward - Length of service recognition and rewards + additional long service leave after 10 years + gifted leave between Christmas and New Year
- Wellness – Income protection insurance + employee assistance program + additional carers leave

At Breast Cancer Trials, we value diversity. We are committed to fostering an inclusive workplace for all people. We welcome applications from Aboriginal and Torres Strait Islanders, people of all ages, identity and abilities. We support vaccination as the best way to keep our communities and employees safe from COVID-19. Employees must maintain vaccination against COVID-19 in accordance with BCT's vaccination policy.

## WHAT NEXT?

To apply for this rewarding position please visit the link below. Please note, there is no formal closing date for this role. If you are interested, please apply as soon as possible. Candidates will be shortlisted as applications are received.

To apply for this rewarding position please visit  
[breastcancertrials.org.au/our-people/join-our-team/](https://breastcancertrials.org.au/our-people/join-our-team/)