

CRM Specialist

ABOUT US

We are proud to be different. While we are Queensland's second oldest medical research Institute, we are deliberately small and move with agility and creativity, enabling us to conduct high-quality, ethical, and rigorous research without being restrained by unnecessary bureaucracy.

Through our world-class research programs and bespoke services, we pursue emerging opportunities and innovation in health and medical research. We have a diversified funding strategy to enable sustained research growth and stability, avoiding reliance on grant cycles, enabling our researchers to focus on what they do best: research.

It's an exciting time to join Wesley Research Institute with a brand refresh, growing team and new 3-year strategic plan.

ABOUT THE ROLE

Ready to supercharge your career in customer relationship management (CRM) and make a real impact? Wesley Research Institute is seeking its next data-driven superstar to join our dynamic Philanthropy and Fundraising team, and we want YOU to be part of the journey!

As our CRM Specialist, you'll play a pivotal role in ensuring the integrity and effectiveness of our Raiser's Edge NXT system, driving our data strategy, and supporting our fundraising efforts. We're on a mission to optimise our donor management processes, enhance data quality, and empower our team with insightful analytics that will enable our growth and success.

Reporting to our Head of Philanthropy and collaborating closely with our Communications and Finance teams, you'll be the go-to expert for all things Raiser's Edge. Your responsibilities will include overseeing database administration, maintaining data integrity, and creating impactful reports that guide our strategic decisions.

At Wesley Research Institute, we're not just about data; we're about real impact and changing lives. Our culture is built on compassion, innovation, and a relentless dedication to improving health outcomes through cutting-edge medical and health research. By joining us, you'll be contributing to a mission that links research to tangible clinical outcomes, improves patient care, and advances global knowledge.

We're open to flexible working hours, so part-time candidates are welcome to apply. The salary is negotiable based on experience, starting at \$75,000 pro rata. This role is perfect for someone with solid experience who is looking to make a significant impact.

If you're ready to be part of a team that's making a difference every day, join us on this incredible journey. Apply now!

Key responsibilities will include:

Strategy and Governance:

- Develop and execute database strategies to support organisational goals.
- Maintain knowledge of RE NXT updates and communicate changes.
- Establish and enforce data entry standards and protocols.

Data Management:

- Ensure CRM data accuracy and integrity.
- Regularly update, clean, and audit the database.

Database Administration:

- Serve as the CRM expert and single point of contact for RE issues.
- Ensure the integrity and governance of the RE NXT database.

Reporting and Analysis:

- Generate regular and ad-hoc reports for fundraising and donor management.
- Analyse data to identify trends and opportunities.
- Develop dashboards and data visualisation tools.

SKILLS/EXPERIENCE**Essential**

- Proven track record in database management, including administration, segmentation, and reporting, preferably with Raiser's Edge (RE) NXT or similar CRM systems, ideally in the non-profit sector.
- Strong problem-solving and analytical skills, with the ability to interpret data and provide actionable insights and recommendations.
- Excellent communication and interpersonal skills.
- Ability to train and support staff with varying levels of technical expertise.
- Strong organisational skills and attention to detail, with the ability to manage multiple tasks simultaneously under pressure.
- Advanced computer literacy, including significant experience with Microsoft Excel and/or other data analysis software.
- Proven ability to work independently and collaboratively within a team to meet demanding time frames and expectations.

Desirable

- Relevant tertiary qualification in Business or Information Technology.
- A working knowledge of third-party fundraising platforms or grant management systems.

BENEFITS

- Flexible work arrangements to support work-life balance
- Access to salary packaging, - up to \$15,900 per year tax free plus up to \$2,650 of your pre-tax income to pay for meals and entertainment
- A recognition and rewards platform, providing employee discounts at hundreds of retailers, including everyday expenses, holidays, health insurance, a wellbeing program, and employee assistance program
- Subsidised onsite parking

HOW TO APPLY

Submit your CV and cover letter addressing your experience against the above criteria to careers@wesleyresearch.org.au . Applications will close on **4 August 2024**. Interviews for suitable applicants may commence prior to the closing date.

For an informal discussion please reach out to:

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