

Database Manager

July 2022

Reporting to:	Senior Fundraising Manager	
Direct Reports:	None	
Status:	Permanent	Full Time We support flexible working. Please talk to us about what you want.
Salary range:	Commensurate with experience	
Location:	Sydney	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is transforming the way young people access mental health support. We are the online safe space that young people know and trust to discover, learn and access support as they experience mental health challenges.

For more than 20 years, ReachOut has been connecting and supporting young people, and their parent, carer and teacher networks, to a range of mental health services that are available when and where they need it. We make it easy for young people to connect on their terms, at any time, from anywhere.

As the pioneer of an online model of mental health support for young people all over Australia, we have continued to evolve. Today, we are recognised as one of the leading providers of specialist support for young people on the journey toward better mental health. We are helping to change the lives of young people for the better.

About the role

To support ReachOut's vision, we need an experienced professional to be responsible for the ongoing development and improvement of our Salesforce CRM system and how the organisation is using it to best practice the management of relationships with supporters, volunteers, ambassadors and service users.

The role requires managing the day-to-day database performance as well as securing the database by developing policies, procedures and controls to maintain data integrity, functionality and privacy of the database system.

Your key responsibilities are:

- Ensuring best practice use of Salesforce across ReachOut
- Database Administration – including the set-up of new users and responding to ad-hoc and proactive training requirements on the system
- Donor Services and database processing – including entering financial transactions, new supporters and managing existing supporters with direct communication where necessary
- Improving the effectiveness of the database tools and services
- Ensuring all the data and data management complies with legal regulations
- Regular reporting on income and campaign metrics
- Monitoring database performance and making recommendations for improvements
- Maintaining the integrity of the data, making sure the information is protected and backed-up
- Developing and maintaining systems for automated uploading of donations from 3rd parties such as Good2Give, Benevity, GoodCompany (Karma Currency), Grassrootz, PayPal Giving Fund, etc.
- Working with the finance team on weekly banking, and monthly income reconciliation
- Creating an ABA file for monthly regular giving direct debit donations
- Support staff queries and ad-hoc troubleshooting

You work closely with:

With	Purpose
1. Senior Fundraising Manager	The Manager provides ongoing leadership, management and support
2. Fundraising & Marketing team	Participate as a positive and contributing team member working together to support engagement & sustainability
3. Finance team	Assist with income reconciliation and auditing
4. Broader organisation	Leadership role on Salesforce use across the entire organisation for supporters, volunteers, youth ambassadors', duty of care reporting and peer support data systems and data management
5. External Stakeholders	3 rd party supplier relationship management is required

To be successful in the role, the following experience is preferred:

- 2-3 years Salesforce database administration or management experience
- Experience in a sales team or fundraising environment
- Ability to understand business needs and provide recommendations on how Salesforce can support these now and into the future
- Strong problem-solving and data analytical skills
- Improving processes to increase efficiency
- Eye for detail and accuracy

- Excellent interpersonal skills, with the ability to liaise and coordinate activities with both internal and external stakeholders
- To be a self-starter with an ability to prioritise and work to tight deadlines
- A can-do attitude
- Confidence in providing training to staff members on using Salesforce to enable them to enter and use data to support the development of relationships with supporters, volunteers and service users.
- A commitment to ReachOut Australia's values and behaviours including working in partnership with young people