

Database Manager

November 2018

Reporting to:	National Relationships Manager	
Direct Reports:	None	
Status:	Permanent	Full Time, Part Time We support flexible working. Please talk to us about what you want.
Salary range:	~\$80,000 gross + super depending on experience and hours. (this salary includes the PBI Fringe benefit)	
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 Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service more than 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, 132,000 people in Australia access ReachOut every month. That's more than 1.58 million each year.

About the role

To support ReachOut's 2020 vision, we are seeking a Database Manager who will be responsible for the ongoing development and improvement of our Salesforce CRM system and how the organisation is using it to best practice manage relationships with Supporters, Volunteers, Ambassadors and Service Users.

The role requires an individual to maintain day to day database performance including troubleshooting requests from other staff members, as well as securing the database by developing policies, procedures and controls to maintain data integrity, functionality and privacy of the database system.

Key responsibilities include ongoing administration of the database, integration of Salesforce with automated systems for donations e.g. Stripe Payments and 3rd party event platforms like Everyday Hero, ongoing training for staff members on best practice use of the system and leading on the relationship with Salesforce.



This role is hands on in managing, organising, storing and accessing information for ReachOut and supports the team by running reports and queries to support fundraising activities, e.g. prospecting and targeting for fundraising appeals, event invite lists, income reports and ROI analysis.

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
- Improving the effectiveness of the database tools and services
- Ensuring all the data and data management complies with legal regulations
- Making sure the information is protected and backed-up
- Regular reporting on income
- Monitoring database performance and making recommendations for improvements
- Improving the technology used, with a particular focus on integration with 3rd parties like EveryDay Hero, Raisely, Stripe Payments and Dynamics Finance System and integration with web-donations received
- Maintaining the integrity of the data
- Developing and maintaining systems for automated uploading of donations from 3rd parties
- Implementation of a system for speedy reconciliation of automated and non-automated donations with finance team
- Support staff queries and ad-hoc troubleshooting

You work closely with:

With	Purpose
1. National Relationships 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. Broader organisation	Leadership role on Salesforce use across the entire organisation for supporters, volunteers, youth ambassadors' data systems and data management
4. External Stakeholders	3 rd party supplier relationship management is required

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

- Minimum 2-3 years database management experience, preferably Salesforce
- 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
- 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
- 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.
- To show a commitment to ReachOut Australia's values and behaviours including working in partnership with young people

We also think it would be useful to have:

- A can-do attitude
- Experience in a sales team or fundraising environment
- A desire to automate to improve efficiencies