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| Position Title: | Data Processing Assistant |
| Reporting to: | Data Insights and Analytics Lead |
| Team/Department: | Data Insights and Analytics |
| Location: | Based in any Action Centre. The role may involve international/ interstate/regional travel as required. |
| Hours: | Part time / Casual |
| Grade: | Level 1 |
| Effective Date: | 1 February 2021 |
| Position Overview: | <p>Amnesty International Australia relies on good quality data to inform our human rights campaigning, movement building and fundraising work. Our CRM allows us to effectively mobilise and organise our supporters and raise funds to support our international movement. Our supporters are our most important asset and the functionality and stability of this system we use to manage them is paramount.</p> <p>The Data Processing Assistant ensures data received from, and exported to, our suppliers is accurate and of good quality. This role improves our existing data quality through implementing our deduplication program and other data clean up tasks. This position works towards ensuring reliability, availability and security of the platform.</p> |
| Main Responsibilities: | <ul style="list-style-type: none">• Importing and exporting of data from fundraising suppliers following established processes• Responsible for undertaking the deduplication process to remove duplicate records from our SRM.• Maintaining relationships with suppliers including working with them to ensure that the data supplied meets required standards.• Undertaking data hygiene clean up tasks using established processes• Identification of data quality issues.• Supporting the documentation of processes including consistent storage of guides and other support materials.• Respond to Service Desk requests from end users as required• Producing and delivering communications as relevant to the role, using a range of channels and technologies• Performing the role to a high standard within agreed timelines, and in line with AI Australia's vision• Other tasks within your skills and competence as required |



Essential Qualifications, Skills and Experience:

- High level communication & interpersonal skills - EI - (written, face to face, telephone, social media)
- Exceptional attention to detail
- Demonstrated ability to follow complex processes exactly.
- Experience in using SRMs (experience with Blackbaud CRM particularly the imports areas would be highly regarded)
- Understanding of the principles of privacy and data security
- Experience with GSuite and Microsoft Office especially Excel.
- Experience with Atlassian Jira and Confluence would be desirable.
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders

Key Relationships

- Data, Insights and Analytics Team
- Fundraising Team
- Operations

How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters
- Work with and empower volunteers, activists and members
- Supporting the general on-site functioning of the Action Centres
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies
- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:



- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance

Name: _____

Signature: _____

Date: _____

