



Position Title:	Database Specialist
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:	75 hours per fortnight
Grade:	Level 7
Effective Date:	29 November 2021

Position Overview: The Database Specialist will be responsible for managing Amnesty International Australia's (AI Australia)'s CRM systems, executing data management services and delivering data business initiatives that improve trust, access and use of data across Amnesty International Australia.

The position will work towards ensuring reliability, availability and security of the platform.

Main Responsibilities:

- Defining and managing data policies, standards and guidelines, ensuring consistent use and understanding of these across Amnesty International Australia (AI Australia)
- Working with the data community, ensures privacy and security compliance processes are defined and that guidelines are established and enforced
- Working with the business to understand business requirements for data initiatives
- Delivering data management services including data quality management and master data management
- Managing configuration of CRM systems to enable capture and use of data according to data management principles and AI Australia business needs
- Supporting the organisation's data needs and requirements across multiple channels, including email, social media, SMS, direct mail and telemarketing
- Managing effective data processing tasks, including supporting the creation, testing and maintaining of import processes and leading the manual importing and exporting of data
- Developing clear documentation of all new data processes and solutions
- Managing ongoing security of the system, including user roles and permissions
- Responsible for the management of up to two direct reports in the Data, Insights and Analytics team
- Providing training to direct reports, other Data, Insights and Analytics team members and internal stakeholders when necessary
- Supporting the AIA Finance Team with relevant data processes including payment authorisations, EFT transaction processing and rejections



- Providing Help Desk support for end users including creating queries, segments and data lists as well as addressing all system bugs, fixes, troubleshooting and user system requests with effective project management as required
- Maintaining relationships with vendor support agencies including Blackbaud, AIA's payment processor and data suppliers and leads communication on issues like file errors, payment errors and report inconsistencies as well as assisting new vendors with system onboarding as required
- Producing and delivering communications as relevant to the role, using a range of channels and technologies
- Identifying areas for - and assist with - improvement and automation, working with other Data, Insights and Analytics team members and internal stakeholders when necessary
- 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:

- Extensive experience working in CRM systems, ideally Blackbaud CRM
- Experience working with payment processors
- Extensive experience providing technical support and training to end-users
- Advanced Excel skills
- High level communication & interpersonal skills - EI - (written, face to face, telephone, social media)
- Data management
- Data governance
- System configuration
- Data security
- Data project delivery
- Data technology
- Business requirements gathering
- 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

- Supporter Engagement
- Fundraising
- Impact
- Movement
- Operations
- Technology vendors
- Data suppliers

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: _____

