



POSITION DESCRIPTION

Job Title:	Fundraising Data and Operations Specialist
Classification:	SCHADS Level 5
Business Unit:	Fundraising, Marketing & Communications
Reports To:	National Fundraising Manager
Direct Reports:	None
Location:	Sydney preferred (Gladesville)
Hours:	0.6 to 0.8 FTE
Position end date:	N/A
PD created/updated:	28 August 2026

About Red Nose

Red Nose is a national charity working to save little lives through research and education and to support families impacted by the death of a baby or child during pregnancy, infancy and early childhood.

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

The Fundraising, Marketing and Communications (FMC) team work together to grow and unite support for Red Nose and our work in Australia. We work to raise awareness of our mission and our impact; deepen engagement with new parents, bereaved families and health care professionals; and raise revenue through direct donations and grants activity.

Position Purpose

Reporting to the National Fundraising Manager, the Fundraising Data and Operations Specialist is responsible for the effective management and optimisation of Red Nose's fundraising systems, with primary responsibility for Raiser's Edge. The role provides expert support in data management, reporting and analysis to inform fundraising strategy, improve operational effectiveness and enable evidence-based decision-making across the Fundraising, Marketing & Communications team.

Working collaboratively with FMC and Corporate Services teams, the role supports fundraising operations through effective gift processing, data governance and systems optimisation. The role leads operational projects relating to fundraising systems and processes, develops reporting and insights to support fundraising performance, and identifies opportunities for continuous improvement that enhance supporter experience and contribute to the achievement of organisational objectives.

Key Internal Relationships	Key External Relationships
- National Fundraising Manager - Fundraising Campaigns Manager - Director, Fundraising, Marketing & Communications - Fundraising, Marketing & Communications team - Corporate Services team (particularly Finance) - Red Nose staff using Raiser's Edge and other fundraising systems	- Technology vendors and system providers - External Agencies and suppliers

Area of Focus	Key Responsibilities	Key performance measures
Database Management and Reporting	Database Management: - Develop, review and implement efficient and effective processes and procedures to manage the day-to-day operation and use of the Raiser's Edge (RE) database. - Maintain the integrity and accuracy of supporter records and fundraising data, ensuring privacy requirements and best practice are adhered to. - Identify and implement solutions to data integrity issues, including data maintenance and enhancement processes. - Communicate and monitor RE policies, procedures and processes, and provide internal training and support as needed to improve data quality and processes. - Oversee gift processing to ensure that gifts are researched, designated, recorded and acknowledged within the specified timeframe. - Evaluate and improve event registration systems to maximise online giving functionality and event registrations. - Collaborate with the Corporate Services Team to support monthly, quarterly and annual financial reconciliation processes. - Respond to internal team requests relating to Raiser's Edge and provide ongoing user support. Data Analytics and Reporting - Leverage fundraising data to support the fundraising strategy, achieve fundraising targets and improve supporter retention - Create reporting for fundraising teams to support campaign KPIs and fundraising needs - Build and maintain dashboards to enable data to be used and valued in decision-making within teams. - Provide data analysis to assist with program evaluation and future program development. - Segment lists, coordinate logistics, and track results and metrics including retention and acquisition rates, as required to support fundraising decisions.	- Supporter requests are actioned and recorded - Reports and dashboards are delivered accurately and within agreed timeframes - Supporter records and fundraising data are accurate, current, and appropriately maintained - Supporter privacy is maintained in line with organisational policies

Area of Focus	Key Responsibilities	Key performance measures
	• Provide recommendations for maximising fundraising income and stakeholder communications, and undertake testing as required. • Undertake other tasks as reasonably directed, consistent with the scope and classification of the role	
Operations and Continuous Improvement	• Review existing processes, identify opportunities for improvement, and implement streamlined solutions to enhance operational efficiency. • Lead and implement operational projects relating to Raiser's Edge and other fundraising platforms (e.g. Funraisin, WordPress and Campaign Monitor) to enhance supporter experience and support fundraising initiatives. • Manage and deliver against internal data briefs to support team and organisational objectives • Monitor fundraising performance against FMC team goals and support internal reporting requirements. • Resolve operational issues and escalate where required • Respond flexibly to changing priorities	• Operational targets and deadlines are met • Project objectives are achieved • Operational improvement initiatives are implemented effectively • Communications and requests are responded to in a timely and appropriate manner
Other	Red Nose employees are responsible for: • Completing required training to understand and accurately use Red Nose systems, processes, and tools. • Engaging in ongoing professional development • Contributing to a collaborative, supportive team culture • Working collaboratively with colleagues and stakeholders • Adapting to changing priorities and organisational needs. • Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals. • Completing administrative and operational tasks accurately and efficiently. • Using Red Nose resources responsibly and minimising waste • Complying with organisational privacy, data governance and information security requirements.	• Required training and administrative tasks completed accurately and on time • Demonstrates commitment to professional development and adherence to Red Nose policies, values and required compliance obligations.

Qualifications and Experience	
Essential	• Extensive experience managing the Raiser's Edge database in a similar organisation, with the ability to provide informal training and coaching in its use. • Knowledge of fundraising principles and practices, including data compliance and the Fundraising Institute Australia (FIA) Code. • High-level experience in data imports/exports, complex queries and data segmentation gained in a dynamic fundraising environment.

	• Aptitude for the management and effective use of information systems.
Desirable	• Bachelor's degree or diploma in Information Systems Management or a related field. • Experience in the not-for-profit or health/community sector. • Working knowledge of other platforms used by Red Nose, particularly Funraisin, with an interest in learning new systems and leveraging technology to deliver effective solutions. • Experience coordinating operational or systems improvement projects. • Experience with change management or systems implementation. • Experience in budget monitoring or project tracking.

Skills & Technical Expertise	
Essential	• Detail-oriented and systems-savvy, with strong organisational, analytical, and problem-solving skills. • Strong written and verbal communication skills, with the ability to explain technical information to a range of stakeholders. • Ability to manage competing priorities and deliver high-quality work within agreed timeframes. • Demonstrated ability to analyse and interpret data to support decision-making and continuous improvement. • Understanding of WHS, privacy and compliance requirements relevant to the role

Personal Attributes	
Essential	• A proactive, solutions-focused approach with a commitment to continuous improvement and a growth mindset. • A self-directed approach, demonstrating initiative and adaptability in managing competing priorities. • A collaborative and supportive approach that fosters positive working relationships.
	• Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable, willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together – working together with passion for our cause

Quality, Safety and Improvement	
Essential	All Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by: • Exercising a duty of care for their own health and safety and that of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of all people, including Aboriginal and Torres Strait Islander peoples • Completing all required safety and quality training • Using person-centred approaches where relevant to their role

	• Keeping all required certifications, licences, qualifications and screening check requirements up to date.
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Checks – employment subject to:	
Essential	• National Police Check • Working with Children Check • Australian Work Rights verification

Authorisation
Position authorised by: Grainne Tierney Employee signature: Date: