



# Position Description

## Fundraising Data Coordinator

REPORTING TO:	Fundraising Data & Analytics Manager
WORK LOCATION:	Melbourne (Wurundjeri Country), Brisbane (Turrbal and Yugerra Country)
GRADE:	4
SALARY (FTE):	\$90,845 per annum plus 12.5% superannuation
STATUS:	Permanent, Full-time
HOURS:	37.5 hours per week (1.0FTE)

### WHO WE ARE

We're the Australian Conservation Foundation, Australia's national environment organisation.

Since 1965, we've protected the air we breathe, the water we drink and the places we love. Driven by the power of people, we won World Heritage listing for the Great Barrier Reef and Kakadu National Park; we secured the \$10 billion national clean energy bank and we returned precious water to the rivers of the Murray-Darling.

We influence governments and businesses to protect the animals, rivers and reefs close to our hearts and hold decision-makers to account without fear or favour. Everything we do is evidence-based and helps nature and people thrive for generations to come.

We won't give up until Australia's nature is protected and regenerated.

### THE FUNDRAISING DIRECTORATE

The Fundraising Directorate is responsible for raising revenue by engaging donors in our mission through regular giving, individual giving, gifts in wills, major gifts and community fundraising. Our focus is on finding, retaining, and stewarding donors who enable ACF to deliver on our bold environmental goals.

With the planet in a climate and extinction crisis, we are embarking on an ambitious campaign to grow annual fundraising revenue to ensure ACF can have maximum impact during this critical decade.

To deliver this bold goal, the Fundraising Data & Analytics Team (which sits within the Fundraising Directorate) aims to define and lead the execution of the data and analytics strategy underpinning our growth and supporter experience goals.

### THE ROLE



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The Fundraising Data & Analytics Team is responsible for database management, revenue processing, and creating and delivering ACF's fundraising data & analytics strategy. The team works closely with all areas of fundraising, and the broader organisation, to deliver high performing and streamlined programs. The team is responsible for the suite of Blackbaud products utilised by the Fundraising Directorate (including Blackbaud CRM, Blackbaud Merchant Services and Blackbaud Integrated Solutions) as well as adjacent products including Raisely.

Working within the Fundraising Data & Analytics team, the Fundraising Data Coordinator plays an important role in data management and donation processing for all fundraising programs.

### KEY COLLABORATIONS

This role works closely with members of the Fundraising Data & Analytics Team and the wider Fundraising Directorate. At times collaboration is needed with the Enterprise Data and Digital Infrastructure (EDDI), Finance and DAT teams. Regular collaboration is required with external service providers, such as Blackbaud and fundraising agencies.

### RESPONSIBILITIES

#### Data Management

- Accurately and efficiently follows procedures to import donor and donation data
- Works closely with program leads to prepare complex data supplies for fundraising appeals, surveys and events
- Participates actively in the delivery team for major fundraising moments including ACF's annual Giving Day, Tax Appeal, Supporter Survey and Australia's Biggest Bushwalk.
- Liaises directly with external agencies and suppliers to coordinate data supply and return schedules, and to ensure data quality
- Administers recurring tasks and data hygiene checks, to ensure all ACF's fundraising programs run seamlessly.
- Provides data support to the fundraising directorate, including timely responses to inbound enquires through the ticketing system.
- Independently identifies new or changing requirements and creates procedures and data hygiene checks to match.
- Proactively identifies and addresses incorrect or incomplete data, working to maintain ACF's high quality data set.
- Assists in the regular maintenance of PowerBI reports

#### Donation Processing

- Manages the processing of all mail donations and membership renewals

#### Other



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- Contributes to the development and maintenance of documentation for BBCRM policies, processes and procedures.
- Assists in testing and implementation of regular system upgrades.
- Ensures compliance with data management and IT security policies.
- Adheres to the Fundraising Institute Australia code of conduct.
- Observes the safe working practices and as far as you are able, protect your own and others' health and safety.
- Other duties as requested by your manager.

## KEY SELECTION CRITERIA

1. Proven ability to accurately manage and import data, following established procedures.
2. Familiarity with data and reporting tools such as CRM systems, Excel and Power BI.
3. Strong communication skills with experience working across teams and with external partners.
4. Commitment to upholding ethical data practices and supporting impactful fundraising aligned with ACF's mission.
5. Strong attention to detail and demonstrated ability to identify gaps or inefficiencies and proactively implement solutions.
6. A motivated self-starter with demonstrated ability to meet deadlines and manage competing priorities while maintaining data accuracy under pressure.



## How we walk the talk

Value	We go big!	We're for fair	Everything we do is evidence-based	Team first	We shake things up but we never give up
	<i>We advocate for big, bold change because that is the only way to deliver the scale and speed of the change we need.</i>	<i>We welcome anyone from Australia's diverse community to join us to create fair outcomes for nature and all people.</i>	<i>We use the available evidence and our judgement to take decisive action.</i>	<i>Together everyone achieves more. That's why we bring people together to have the biggest possible impact for nature.</i>	<i>We never stray from our big goals but we try new things to achieve them because the clock is ticking on nature.</i>
Your role	<ul style="list-style-type: none"> <li>• Ask the question, how does this align with our strategy?</li> <li>• Be bold - think outside the box.</li> <li>• Take leave so you can stay energised!</li> </ul>	<ul style="list-style-type: none"> <li>• Be kind, treat others with respect.</li> <li>• Find and listen to perspectives that are different to your own.</li> <li>• Create inclusive spaces.</li> <li>• If you see something that is unfair, speak up.</li> </ul>	<ul style="list-style-type: none"> <li>• Use evidence to inform your work.</li> <li>• Seek out and respect the expertise of others.</li> <li>• Recognise when you have enough information to make the decision and back your judgement.</li> </ul>	<ul style="list-style-type: none"> <li>• Don't be afraid to ask for help.</li> <li>• Have fun and make space for others to do the same.</li> <li>• Take responsibility for ACF's success.</li> </ul>	<ul style="list-style-type: none"> <li>• Share wins, losses and learnings.</li> <li>• When you have an idea, speak up!</li> <li>• Celebrate progress.</li> </ul>
Your manager's role	<ul style="list-style-type: none"> <li>• Work with you to establish measures for your work.</li> <li>• Encourage you to be ambitious.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide fair and equal opportunities based on your needs and the needs of ACF.</li> <li>• Support you to resolve issues, in line with ACF's policies.</li> <li>• Hold you accountable to ACF values.</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge you to back your decisions with evidence.</li> <li>• Work with you to evaluate and refine your approach for next time.</li> </ul>	<ul style="list-style-type: none"> <li>• Value the unique expertise of different team members</li> <li>• Create time for teams to come together.</li> <li>• Empower you to do your job.</li> <li>• Foster effective collaboration across ACF.</li> </ul>	<ul style="list-style-type: none"> <li>• Support you to try new approaches to your work.</li> <li>• Work with you to identify the skills you need to build.</li> <li>• Discuss your career aspirations and provide guidance to help you get there.</li> </ul>
ACF's role	<ul style="list-style-type: none"> <li>• Be ambitious in setting organisational goals.</li> <li>• Evaluate our work and measure our progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a space where everyone feels they belong.</li> <li>• Take people's ideas, worries, and needs seriously.</li> <li>• Have fair and well communicated policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and maintain evidence-based policy positions.</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritise time together to build relationships.</li> <li>• Trust our people.</li> <li>• Monitor, measure and seek to improve the staff experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a space for staff to try, fail, succeed and learn.</li> <li>• Encourage and resource innovation.</li> </ul>



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