



OTAGO AND SOUTHLAND DIVISION INC.

## Position Description

<b>Title</b>	Marketing Admin Support - Database Administrator
<b>Reports to</b>	Marketing and Fundraising Manager
<b>Location</b>	Dunedin

The Cancer Society of New Zealand - Otago and Southland Division Inc. is led by Te Tiriti o Waitangi and equity focused.

### Organisational Mission

To reduce the incidence and impact of cancer in Aotearoa New Zealand.

### Values

Our core values are *respect, integrity and excellence*.

We display these behaviours in our daily work and they guide how we interact with others and ourselves.

Develop and maintain the CRM database to ensure it supports the direction of the strategic plan and the Division's functional needs. In addition, the role will ensure relevant staff are trained in how to effectively utilise this database.

### Key Responsibilities

Primary Objectives	Performance Measures
To maintain and develop the client relationship management (CRM) database	<ul style="list-style-type: none"> <li>• Vega (architecture) provides an efficient and effective service to all users</li> <li>• Staff training in the use of Vega is tailored to individual roles</li> <li>• Staff queries, regarding information not available within Vega HELP or Divisional documents, are answered promptly</li> </ul>

	<ul style="list-style-type: none"> <li>• Vega architecture is updated to ensure it meets the needs of users, within budget constraints</li> <li>• Staff training is undertaken in consultation with the appropriate manager and completed in a timely fashion</li> <li>• Assist with data needs, ad-hoc reports or queries, and financial reports</li> <li>• Manage data imports and exports</li> <li>• Ensure data cleanliness</li> </ul>
Maintain User “roles” and assign User access	<ul style="list-style-type: none"> <li>• data security within Divisional “business rules” is managed</li> <li>• regular Quality Assurance checks of data quality within Divisional “business rules” are undertaken.</li> <li>• data tools audits are run as needed - regular searches and ad hoc searches and one-off by request</li> <li>• Maintain direction via “unique identifiers” and Advice - campaigns and attributes</li> <li>• approved users are trained (Train the trainer) within agreed guidelines or as per direction</li> <li>• Maintain (administrative, development, queries) contact with Vega Solutions*</li> <li>• Functional business rules are developed and in place</li> <li>• Divisional business rules are developed and in place</li> </ul>
Regular Giving	<ul style="list-style-type: none"> <li>• Assist with customer support enquiries</li> <li>• Cancels/holds/upgrades/downgrades/refunds</li> <li>• Regular Giving Retention Programme</li> </ul>
Support the development and implementation of internal systems and processes to strengthen the organisation	<ul style="list-style-type: none"> <li>• Project-based business-improvement work is undertaken as agreed</li> <li>• The documented processes are available to all staff as appropriate</li> </ul>
Support the commitment to ensuring the Society provides a safe environment that is free of harm to health, safety or wellbeing	<ul style="list-style-type: none"> <li>• Adequate responsibility is taken for ensuring your own health, safety and wellbeing</li> </ul>

	<ul style="list-style-type: none"> <li>• Health and Safety risks associated with your role are effectively assessed and mitigated</li> <li>• Health and safety incidents are reported in a timely way</li> </ul>
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The above is an outline of the performance indicators and expected outcomes attached to the position. However, these may be extended or amended to meet changing circumstances.

### Key Relationships

This position requires a high level of professional interactions with:

External	Internal
<ul style="list-style-type: none"> <li>• Suppliers/Vendors of CRM database</li> </ul>	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Manager, Business Operations and Finance</li> <li>• Marketing and Fundraising Manager</li> <li>• Other Cancer Society staff: local colleagues, other Divisions and National Office</li> </ul>

### Personal Specification:

#### Education/Qualifications

Relevant Business Certificate/Diploma (preferred)
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#### Skills and Experience

Highly organised with excellent attention to detail, co-ordinating tasks, setting priorities, meeting deadlines and following up with a minimum of direction and working within established policy and guidelines
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Computer skills, especially database/CRM experience, MS Word, Outlook and Excel and
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Strong personal skills balanced with discreteness and ability to maintain a high degree of confidentiality
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Communicating effectively with a wide range of internal and external contacts, both oral and written skills
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Ability to training adult learners
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Able to work independently and consult appropriately with a commitment to achieving deadlines
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Using initiative and independent judgement, working within established policy and guidelines.

Analyzing and resolving database problems

Using initiative and independent judgement, working within established policy and guidelines.