

Scope of the Position	
Position Title	Database Operations Specialist – Central Districts
Reports To	Service Support Manager – Revenue Development
Service Directorate	Member – Fundraising Team Division – Colleague support
Location	This position is based in the Division office
Hours	This is a full-time position (37.5 hrs/week)
Direct Reports	No Direct Reports
Responsible For	• Database Management & Data Integrity Maintain and optimise the fundraising database, ensuring accurate, secure, and reliable donor and financial data. Managing the regular giving program • Fundraising Campaign Support Provide data segmentation, donor selections, communication lists, and reporting to support fundraising campaigns and appeals • Reporting & Analytics Deliver insights, dashboards, and performance reports to support fundraising strategy and decision-making • Donation Processing & Financial Reconciliation Manage donation processing, receipting, income tracking, and reconciliations across fundraising income streams
Internal Relationships with	• Chief Executive • Service Managers • Centre Liaisons • Income Development/Fundraising staff • Executive Committee members • Divisional staff and Volunteers
External Relationships with	• External funding agencies • Service groups • Business community • Donors
Delegated Authority	The Delegated Authority Policy sets out the scope and limits of Delegated Authority as it applies to this role



About the Cancer Society	
Our Mission, To Mātou Koromakinga	To reduce the incidence and impact of cancer in New Zealand <i>The Cancer Society is committed to working with our communities by providing leadership and advocacy in cancer control with core services in Community Health, Support and Information Services, Research and Advocacy.</i>
Our Vision, Te Matakite	Working together towards a future free from cancer
Equity Charter	Our Equity Charter guides our approach to our mahi Te Tiriti o Waitangi – Commitment and application of Te Tiriti o Waitangi is evident throughout the organisation Kotahitanga – Everyone is aware of and enabled to address inequities Mana Taurite – Equity is embedded in all policies, structures, systems and services Matauranga – CSNZ funded research improves equitable cancer outcomes across the continuum for all new Zealanders Whaitaua – CSNZ advocacy improves equity outcomes across the continuum for all New Zealanders Haepapatanga kit e Hapori – accountability mechanisms are embedded throughout the organisation Mahi Arataki – our equity strategies are sustained and responsive to changing equity needs Kaitiakitanga – sustainable and eco-friendly processes are embedded throughout the organisation
Federation	The Central Districts Division includes the 5 Centres of Taranaki, Whanganui, Manawatu, Hawke's Bay and Gisborne. It is a part of the Federation of the Cancer Society of New Zealand 



Operating Tasks & Results Areas	
Purpose of the Role	• Maintain and manage the fundraising database (Vega) to ensure data accuracy, integrity, and compliance. • Monitor database performance and identify, investigate, and escalate system or data issues. • Develop and implement database procedures, structures, and process improvements. • Maintain records of database queries, reports, and operating procedures. • Manage data imports, cleansing, deduplication, mapping, and quality assurance activities. • Support database integrations with fundraising platforms, websites, and accounting systems. • Produce donor segmentations, communication lists, and campaign datasets. • Support fundraising appeals, acquisition campaigns, regular giving programmes, and donor stewardship activities. • Develop and maintain donor, supporter, and income reporting. • Monitor campaign performance and provide analysis, insights, and recommendations. • Build and maintain EDM datasets, templates, widgets, and reporting metrics. • Process donations and issue receipts across all fundraising income streams. • Complete regular reconciliations and batch postings of fundraising income. • Support income enquiries, financial reporting, and audit requirements. • Ensure accurate recording and allocation of donations and event income. • Work with Finance to improve digitisation, reporting, and integration between Vega and Xero. • Produce regular fundraising, donor, campaign, and financial reports. • Provide statistical analysis and performance insights to Service Support Manager. • Identify trends, opportunities, and strategic issues through data analysis. • Contribute data and reporting for fundraising dashboards and organisational planning. • Support digital fundraising, email marketing, and website donation activities. • Troubleshoot technical issues relating to fundraising data and digital communications. • Develop and monitor digital communication analytics and reporting. • Support online donation systems, transaction tools, and fundraising forms.



	• Manage data integration and imports from peer-to-peer fundraising platforms such as Raisely and Funraisin. • Liaise with external suppliers, platform providers, and database developers to maintain system performance and functionality. • Continuously identify opportunities to improve efficiency, reporting capability, and supporter experience. • Support the Service Support Manager with any additional administrative tasks, especially regarding donor care and fundraising related task.
Key Activities	• Accurate and reliable fundraising database. • Timely donation processing and reconciliations. • High-quality fundraising reporting and analysis. • Effective donor segmentation and campaign support. • Strong data governance and compliance. • Improved fundraising efficiency, decision-making, and supporter engagement.
Equity	• Recognises and supports the CS commitment to Equity and addressing issues of inequity with Māori and with other disadvantaged communities • Attends and engages with Equity work and encourages staff to do the same
Attitudes and Behaviours	• Positivity in work tasks and relationships with others • Future focussed • Process and analysis to inform decisions and actions • Learning new skills and problem solving

Performance Measures	
KPIs	Alongside the deliverables of the Position Description as above, the following KPIs are the basis of expected performance of this role • KPIs are set annually and will be specific and measurable results, driven against annual plans, budget and revenue for any specific activities • All comms is effective and present to the Society in a positive manner • A positive work culture is maintained Proactive work towards achieving professional competencies and personal development goals



Qualifications, Experience, and Employee Attributes	
Qualifications and Experience, Tautōhito Tohu	Essential: • A minimum of NCEA level 3, National Certificate in Computing or tertiary Diploma • Excellent computer skills, including databases, Word, and Outlook • Advanced Excel and quantitative analytical skills • Ideally trained and experienced in the use of fundraising database software Vega.works, but could have transferable skills from using other fundraising database software such as Raisers Edge, Mail Chimp • Experience in the use of Peer2Peer platforms, such as Raisely, Funraisin or any other. Desirable: • 1 years+ employment experience in similar role • Experience of working in a charity or not for profit environment
Personal Attributes, Huanga e pa ana	• Ethics and personal standards that are compatible with the Cancer Society • Excellent communications, written and oral, able to coach and advise staff • Able to relate positively to diverse people and ideas • Behaviour that reflects the values and position of the Cancer Society • Good time management and self-motivation, sets goals and priorities and meets timeframes • Rational and systematic approach to tasks and problem solving • Participates in staff activities and supports colleagues, offers help and advice, nurtures employment relationships • Proactively seeks to develop skills and professional development • Can work independently and as part of a team



Acceptance and Variation

From time to time, other duties, tasks, and work that are not stated in this Position Description may be required to contribute to the growth, operations, or the profile of the Division and its ability to meet the Mission of the Cancer Society, and will be required for the performance of the position.

Travel to other areas is an essential component of the role and may be monthly/fortnightly/weekly or more often as required to maintain the operations of the Division.

Position Descriptions are reviewed at least every 2 years and subject to change as the organisation grows and develops.

I have read, understood, and agree to this Position Description

Signed _____

Name _____

Date _____

End