Position Description

Position Title: Database Officer, Advancement	**Classification:** Bond Level 4
Faculty/School/Office: Office of Advancement	**Date Position Classified/Updated:** October 2026

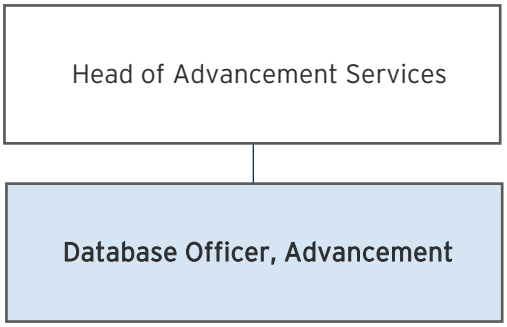
Purpose of the Position:

The main responsibilities of the Database Officer will be to support the Office of Advancement team with the following tasks:

- Effectively identify opportunities to fit business needs, made recommendations and influence senior management, to implement solutions for Raisers Edge (RE) NXT to deliver fundraising, communication, and donor engagement objectives in line with strategic planning
- Successfully deliver data and insights from complex data to determine trends and new ways of understanding donor data for effective decision making and leading to better donor engagement and stewardship
- Generate reports from the database to inform management reporting and decision making
- Provide analysis and development of sophisticated reporting to segment and target donors and prospects
- Deliver effective RE NXT database and web view training with ongoing support for all users, in one-to-one, group and online settings
- Complete regular data import and administrative maintenance of databases (fundraising, engagement and alumni), to ensure that consistent, accurate data is available at all times
- Assist with fundraising activities, including research, stewardship, and administration of campaigns, funds, appeals and activities.

Reporting Relationship:

This position reports to the Head of Advancement Services:



Selection Criteria: • Degree in a relevant discipline or relevant experience in a previous position • Proven ability in managing a CRM database or similar • Ability to display tact and discretion when handling sensitive/confidential information • Advanced level of accuracy and attention to detail • Well-developed interpersonal skills and communication skills (verbal and written) • Demonstrated ability to work in a team environment • High level of organisation skills, the ability to work on projects with competing deadlines and highly developed skills in establishing goals and prioritising work.
Desirable Criteria: • Experience with Raisers Edge NXT or similar fundraising and donor management software • Experience within the tertiary education sector and/or fundraising

Competency	Responsibility
Database maintenance and information handling	• Provide support to system users, including onboarding, refresher and ongoing training for all Raiser's Edge users, including maintaining the user register • Provide a consistent approach to data management through high attention to detail which ensures accurate and organised data systems and effective data driven performance • Perform regular data maintenance and quality control checks • Integrate data from other systems including updating Omatic profiles and configuration to ensure data anomalies are resolved • Import large data sets to engagement/alumni database • Use data selections to provide accurate data for generating report • Ensure that privacy regulation and data compliance are prioritised, audited, and maintained, including confidentiality of information handling • Create and share data reports as requested to assist with management decisions • Provide analysis and development of sophisticated reporting to segment and target donors and prospects for inclusion in papers for the University Management Committee and the University Council.
Fundraising and Engagement support	• Assist with the development and execution of Campaigns, Funds and Appeals, including Raiser's Edge structure set-up, preparation and formatting of cases of support and communications • Manage donor and sponsor payments promptly and accurately (program invoice dates, invoicing, receipting and thanking) • Process gift receipts as gifts are received • Work closely with ITS, Finance and Events teams to ensure data is flowing consistently and accurately between systems, including reconciliation with the finance team • Assist with fundraising research as requested • Help develop automated workflows to streamline personalised follow up to University stakeholders • Successfully identify opportunities, make recommendations, and implement solutions for Raiser's Edge to deliver fundraising, communications, and supporter engagement objectives • Assist with fundraising activities, including research, stewardship, and administration of • campaigns, funds, appeals and activities.
Data Integration with other systems	• Oversee upgrades of the alumni database • Ensure data is received accurately and sent accurately between the alumni database and required Bond University systems.

General client and administrative support	• General organisational and administrative support as directed to support the Office of Engagement • Active participation in the improvement of operations across the work area • Provide effective support to projects as requested • Provide back-up support to other Office of Engagement staff as required.
Customer Service	• Adopt and embed customer-centred standards for the functional area.
Understanding of Quality Assurance	• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	• Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.