



JOB DESCRIPTION

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| Position | Data Administrator |
| Team | Communications and Fundraising |
| Status | Full time |
| Location | Hanoi |
| Last updated | May 2024 |

Job Purpose

To inform Blue Dragon's fundraising with accurate data analysis and information that will maximise donor engagement and income.

Job Context

Blue Dragon Children's Foundation is on a mission to end human trafficking. We believe that every child deserves exceptional care and a chance to thrive. Blue Dragon kids are street kids, children with disabilities, and young people who have been trafficked. After rescuing children from danger and slavery, we reunite them with their family and provide all the services needed for recovery and growth while advocating for improvements to policy and law.

The Communications and Fundraising team ensures the success of Blue Dragon's work through fundraising, communications and marketing, and by maintaining our excellent reputation with donors, sponsors and the wider community.

Blue Dragon is a child-safe organisation, committed to the protection and exceptional care of children. We require all staff and volunteers to agree to and abide by our Child Protection Code of Conduct.

We offer equal employment opportunities to all qualified persons without discrimination or harassment. We will make any necessary job accommodation for persons with disabilities or special needs.

Key Objectives

- Uphold Blue Dragon's mission and values.
- Ensure the accuracy and consistency of the donor database, email database, and related systems.

- Ensure an effective information flow within the team.
- Produce data analysis and reports to inform Communications and Fundraising strategies.
- Provide training for team members on how to use the databases and systems.

Main responsibilities

Position responsibilities will be negotiated with the Communications and Fundraising Manager and other team members but are expected to include:

Donor database and information flow

- Update data into the donor database and manage the allocation of funds on a daily basis according to the manual and funding strategies.
- Monitor all donation pathways and import information accurately.
- Resolve financial and other management issues related to donations and payment platforms.
- Liaise with the finance team to address discrepancies, prepare reports and reconciliations.
- Issue receipts to donors promptly and resolve tax receipt issues.
- Liaise with team members to complete all the tasks given and develop the data system in accordance with the team's requirements.

Reports and analytics

- Generate accurate weekly, monthly, quarterly and annual reports and share with the team on time.
- Create visual reports of data using graphs, charts and dashboards as well as explain the figures to evaluate the performance of fundraising campaigns.
- Produce annual financial reports for other Blue Dragon offices in other countries.

Mailing list management

- Update data and regularly maintain the email database.
- Generate segmentations of audience and prepare mailing lists.

Team collaboration and support

- Participate in team meetings by identifying needs and problems and initiating solutions and improvements.
- Update and improve manuals and guidelines to ensure relevance and accuracy.
- Provide training on how to use databases and systems for team members.
- Participate in donor engagement and hosting visitors when needed.

Support

The Data Administrator supports the whole Communications and Fundraising team and is supported by the Communications and Fundraising Manager and Chief Accountant.

Key selection criteria

Essential

- Demonstrated commitment to Blue Dragon's values.
- Relevant qualifications or training in data management.
- Proficiency in Microsoft Excel and other data management tools.
- Competent English language skills, both written and oral.
- Exceptional attention to detail & strong analytical skills.
- Ability to work effectively as part of a team.
- Ability to work flexible hours and under tight deadlines.
- Willingness to learn and develop.

Desirable but not essential

- Experience in working in NGO environment
- Experience of working within a multidisciplinary team