



## **JOB DESCRIPTION**

<b>Position</b>	Data Analyst
<b>Team</b>	Communications and Fundraising
<b>Status</b>	Full time
<b>Location</b>	Hanoi
<b>Last updated</b>	October 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 and Young Adult 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
- Produce forward-looking data analysis and smart mail-lists
- Ensure an effective information flow within the team

- Support Blue Dragon's fundraising campaigns and appeals
- Support team members on how to use databases based on their needs

### **Main responsibilities**

Position responsibilities will be negotiated with the Communications and Fundraising manager, and Data team 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
- Use statistical techniques and tools to analyse data sets and identify trends, patterns and insights that can assist team members in developing fundraising strategies
- 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
- Optimise data analysis and management through enhanced data tools and methods

#### *Mailing list management*

- Update data and regularly maintain the mail-list database
- Generate segmentations of audience and prepare mailing lists

#### *Team support*

- Contribute to and implement the Communications and Fundraising strategy
- 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
- Assist team members in donor engagement and hosting visitors in Hanoi and to Blue Dragon's project sites
- Assist other team members in constructing the information management

### **Support**

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

## **Key selection criteria**

### *Essential*

- Demonstrated commitment to Blue Dragon's values
- Attentive to data privacy, security and compliance with relevant regulations
- At least two years or experience and/or relevant qualifications or training in data management and analytics
- Proficient in utilising Microsoft Excel and other data analysis tools, including Power BI
- Demonstrated skills and experience in working with system, data, and finances
- Demonstrated understanding of communications and fundraising work
- Very high attention to detail and analytical skills
- Ability to work as part of a team
- Ability to work flexible hours and under tight deadlines
- Willingness to learn and develop
- Proficient English language skills, both written and oral

### *Desirable but not essential*

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