The Ottawa Cancer Foundation plays a vital role in supporting families in our community who have been affected by cancer. Through our Community Cancer Hub, we ensure clients and families receive free, holistic care, including cancer system navigation, mental health support, physical wellness and lifestyle support programs and services.

Position Title: Administrator, Donor Information and Data Management

Reports to: Director, Philanthropy (TBD)

Location: The Ottawa Cancer Foundation, 1500 Alta Vista Drive, Ottawa ON

Employment Type: Full-time (hybrid)

Position Summary

The Donor Database Administrator is responsible for the integrity, management, and optimization of the organization's donor database. This includes maintaining accurate donor information, managing prospect data, overseeing moves management processes, and ensuring smooth and effective utilization of the database across the Philanthropy and Events and Community Engagement teams. The position ensures data is organized, accessible, and analyzed to maximize fundraising efforts and improve donor engagement.

Responsibilities

1. **Database Integrity and Management**

   - **Data Integrity**: Ensure that donor, prospect, and gift data is accurate, up-to-date, and complete. Perform regular audits and data cleansing to identify and rectify inconsistencies, duplicates, and outdated information.

   - **Database Configuration & Optimization**: Configure the donor database to meet the needs of the Philanthropy team, ensuring data is structured for optimal reporting, analysis, and engagement. Identify opportunities for improvements in database processes, functionality, and workflows.

   - **Data Security & Compliance**: Maintain donor confidentiality and compliance with relevant data protection regulations (e.g. PIPEDA, etc). Implement and manage data security protocols to protect sensitive donor information.

- **Integration & Systems Support**: Ensure smooth integration of the donor database with other systems (e.g., email marketing, financial software, etc). Troubleshoot and resolve database-related issues promptly.

- **Online gifting** Ensure that all online donation forms are configured to optimize integration with the database while supporting any importing of externally sourced donor/gift data.

2. **Prospect and Moves Management**

- **Prospect Tracking**: Support the identification, tracking, and management of new and existing prospects. Ensure prospect information is organized and updated regularly to aid the development team in identifying major gift opportunities.

- **Moves Management**: Oversee the moves management process, tracking donor engagement activities and ensuring that appropriate actions are taken to nurture relationships and increase giving levels. Provide regular reports on prospect status and progress. Ensure all related actions are effectively assigned to appropriate Philanthropy and Events & Community Engagement team members.

- **Segmentation & Reporting**: Develop and implement strategies to segment the donor database for targeted cultivation and solicitation efforts. Create customized reports that allow for effective tracking of donor engagement, pipeline growth, and fundraising results.

- **Fundraising Campaigns**: Work with the Philanthropy team to design and implement campaigns, ensuring data segments are set up to target specific donor groups and that campaign results are tracked and analyzed (i.e. Annual Giving initiatives)

3. **Reporting & Analytics**

- **Data Analysis**: Analyze donor trends and behaviors to inform fundraising strategy. Provide key insights on donor retention, acquisition, and major gift opportunities.

- **Campaign and Fundraising Reporting**: Create and distribute regular reports on campaign progress, donor giving patterns, and financial performance. Support the preparation of reports for senior leadership and board members.

- **Dashboard Creation**: Develop and maintain donor and fundraising dashboards for real-time access to key metrics by leadership and the development team.

4. **Training and Support**

- **Staff Training**: Train and support Philanthropy and Events and Community Engagement team members and other relevant staff on database usage, best practices, and new features. Develop training materials and user guides to ensure effective database use.

- **User Support**: Act as the primary point of contact for database-related inquiries. Provide troubleshooting and user support to ensure efficient and accurate use of the system across the organization.

5. **Cross-Departmental Collaboration**

- Work closely with the Philanthropy, Events and Community Engagement and Finance teams to ensure donor data is accurately captured, processed, and utilized across all functions.

- Assist in the alignment of donor management strategies with organizational goals and initiatives.

- Assist with other responsibilities as aligned within the team such as end of year tax receipting, consolidated receipts and general stewardship and donor recognition data requirements.

Required Qualifications

- **Education**: Post-secondary education in business administration, computer science, information management, non-profit sector management or relevant area of study.

- **Language:** Proficient in English verbal and written. French and/or another language considered an asset.

- **Experience**:

  - Minimum of 5 years of proficient knowledge and experience in donor database management in Raiser's Edge database and Raiser's Edge NXT essential, Blackbaud's TeamRaiser preferred and exposure to Blackbaud's Financial Edge considered an asset.

  - Proven track record in supporting prospect and moves management including building prospect profiles and supporting assigned pipelines of philanthropy and events team members

  - Experience in data analysis, segmentation, and report generation.

  - Knowledge of fundraising and nonprofit development processes.

  - Knowledge of Annual Fund, donor stewardship, mid-level and major gifts and annual reports are an asset.

  - Proficient in Microsoft Office, in particular Word Mail Merge, Excel tables, sorts and filters, and Outlook along with the ability to learn new software and procedures quickly.

  - Advanced Microsoft Excel skills for data analysis and reporting.

  - Exceptional attention to detail with high level of accuracy.

  - Strong project management skills including prioritizing, organization and time management skills.

  - Adaptable to changing priorities and ability to work in a fast-paced environment.

o   Self-directed and a team player with superior interpersonal skills.

o   Familiarity with data visualization tools (e.g., Power BI, Tableau) is a plus.

Preferred Qualifications

- **Experience** in implementing and optimizing database systems within a nonprofit environment.

- **Advanced knowledge** of moves management strategies and prospect development.

- **Familiarity** with data privacy laws and regulations governing donor data.

Working Conditions

- **Hours**: Standard office hours, with occasional evening or weekend work during peak fundraising times.

- **Location**: [On-site/Hybrid] On-site 4 days a week with rotation of hybrid day.

- **Travel**: Minimal travel required.

Physical Requirements

- Ability to sit or stand at a desk and use a computer for extended periods.

- Long exposure to screen use

- Occasional lifting of boxes (up to 25 lbs) or other materials for event or database management purposes.

- Ability to participate in lengthy meetings.