GREENPEACE Japan JOB DESCRIPTION

Job title		**Senior Database Officer**
Valid from	:	2019/6/3
Job Grade	:	Officer
Reports to	:	Fundraising Director
Line-manages	:	Database Assistant

OVERALL PURPOSE OF THE JOB

This position is responsible for the overall functioning of the database, maintaining the efficiencies of its reporting systems, and ensuring it's operating to peak performance. The Senior Database Officer (SDO) is the main source of data insights and analytics, who will provide strategic decision-making within the fundraising unit, as it proactively provides relevant fundraising reports, analysis and insights to the Fundraising Director (FRD) and to other internal parties in accordance with internal and global standards. It also supports all Fundraising areas (Acquisition, Supporter Services, and Other Fundraising) in segmenting, cleaning and preparing data to run its related fundraising activities. Furthermore, this position is responsible for the database systems update and security as well as routinely database cleansing, keeping the data as safe, accurate and updated as possible. In liaison with the Financial Unit, this position is also responsible for reconciling fundraising income from both sides, financial and fundraising data, to ensure that our monthly and quarterly reports are accurately communicated to key stakeholders in the organization.

SCOPE

This position looks after all the database systems we use to interact with Greenpeace's supporters. These include but are not limited to: the fundraising database as such (hosted and managed via the CRM Salesforce), the mail magazine subscribers, and the web form sign-ups (interphases currently provided by Fundrex, Heartland and GMO).

The Senior Database Officer is responsible for the above mentioned databases in order to ensure their uninterrupted availability for all the end-users and proper usage and functioning, particularly for critical processes such as input data, reporting and financial processing. In addition, the SDO will be the main point of contact between the external vendors to ensure that said vendors are operating

within their contracted obligations. Further, the SDO will proactively find efficiencies with vendor contracts to ensure we are getting fair market value for the services offered.

In relation to Financial processing, the interphases used for processing direct debits (automatic charges to credit cards and withdraw from debit accounts) are operated by the Supporter Service/Database Assistant, hence the scope of this position includes responsibility for overseeing the creation, sending and processing the corresponding financial files in the layouts required by the corresponding financial services providers.

Responsible for the optimization of data management processes. The Senior Database Officer will seek the continuous improvement of the systems by incorporating new technologies or ways to process the data. An important feature of this role is innovation.

In relation to input data and reporting, this position provides support to all FR areas (Acquisition, Supporter Services, and Other Fundraising) in ensuring accurate information is stored in our databases systems, developing reports for measuring progress and evaluating results for the different fundraising areas.

MAJOR FUNCTIONS / RESPONSIBILITIES

Conceptual tasks, Strategy Development and/or Project Development

- Create all reports and analyses necessary to ensure the FRD and other FR members are making value adding decisions that will benefit the overall FR targets. These reports could be both on a routine reporting and those reports that are generated on an ad hoc basis.
- Compile the key fundraising indicators (KPIs) needed for the internal monthly and quarterly reporting - as well as those required for internal or global reports.
- Summarise and communicate the monthly fundraising income information in liaison with the Finance Unit to FRD and key stakeholders .
- Train new and current staff in the correct usage of our database systems guaranteeing that accurate and updated information is stored safely.

Implementation

- Ensure the maintenance and proper usage of the supporters database in order to minimize risk of data loss or incorrect entries.
- Create collection files in accordance with the requirements from the direct debiting companies, and ensure such files, and all the process around them are carried out in a timely manner and free from errors.
- Assist all FR areas in its activities by cleaning, segmenting and extract mailing lists from our database systems.
- Work with external partners to develop solutions and additional platforms to improve our database systems (e.g. Fundrex)

Support / Coaching / Leadership

- Training current and new fundraising staff in how to accurately input data in the CRM systems
- Developing process and procedures to guarantee database systems' security and accuracy in liaison with the IT team and other FR team members.
- Project managing data-related projects and tasks required by the FR team accordingly, with strategic priorities defined by the FRD.

Compliance / Keeping Framework Conditions

- Comply within Greenpeace policies at all times regarding funding sources, confidentiality, data handling, etc.

COMPETENCY PROFILE

Organization competencies

- Professionalism, in particular delivering high-quality products in all the aspects of the work.
- Achievement, in particular towards measurable objectives both individually and for the team.
- Interpersonal relationship, in particular building constructive and long-term relationships with all parties involved in the job.
- Knowledge sharing, in particular towards other team members who need to be in the loop of activities being carried out.

- Values diversity, in particular through having experience with and commitment to cultural diversity.
- Innovation, in particular considering the 'cutting-edge' core value of Greenpeace.

Functional competencies

Technical

- Fluency in written and spoken Japanese
- Fluency in written and spoken English
- Knowledge and/or experience in fundraising acquisition methods
- Knowledge and/or experience in marketing in general
- Knowledge and/or experience in database software
- Knowledge of and/or experience in using marketing tools (e.g.: audience analysis, message testing and surveys)
- Knowledge and/or experience in IT security (particularly regarding databases)
- Knowledge and/or experience in Excel
- Knowledge and/or experience in statistical analysis and reporting

Method related

- Negotiating skills
- Knowledge and understanding of the NGO sector
- Presentation and reporting skills
- Work under pressure, in physically or mentally challenging situations
- Attention to details
- Analytical skills

Social / self

- Being a team player
- Tact and diplomacy
- Assertive
- Intellectual ability to understand technical issues necessary/useful for the job

- Ability to synthesize technical issues, statistic results, etc. and to communicate on them in wording, adapted to a target audience

__Leadership competencies__

- Planning and organizing
- Empowering and developing people
- Strategic orientation and managing vision

ATTITUDE

- Identification with Greenpeace goals and supportive of Greenpeace values
- Autonomous / sense for initiative / work independently
- Proactiveness
- Stress resistance
- Ensure discretion and confidentiality of information pertaining to the Database
- Willingness to learn and expand expertise in the FR analysis field
- Collaborative

SPECIFIC WORK ENVIRONMENT

- Based at the Greenpeace Japan office in Tokyo
- Occasional travel.
- Highly flexible towards working hours.