



St Vincent de Paul Society
good works



VincentCare
Engage. Enable. Empower.



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EMPOWERING VICTORIANS

Making someone stronger, in control of their life and reclaiming their rights



VISION

The Society aspires to be recognised as a caring Catholic charity offering "a hand up" to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny.

MISSION

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society. VincentCare Victoria's mandate:

VincentCare Victoria was established in 2003 to extend the Christian mission of the St Vincent de Paul Society by supporting people experiencing homelessness and providing care, hope and advocacy for the most disadvantaged Victorians. Its purpose is to create opportunities and lasting change for the most marginalised.

VALUES

COMMITMENT - Loyalty in service to our mission, vision and values

COMPASSION - Welcoming and serving all with understanding and without judgement

RESPECT - Service to all regardless of creed, ethnic or social background, health, gender, or political opinions

INTEGRITY - Promoting, maintaining and adhering to our mission, vision and values

ADVOCACY - Working to transform the causes of poverty and challenging the causes of human injustice

COURAGE - Encouraging spiritual growth, welcoming innovation and giving hope for the future

EMPATHY - Establishing relationships based on respect, trust, friendship and perception



OUTCOMES FOCUSED



VALUES DRIVEN



OPERATIONALLY EXCELLENT



COMMERCIALY SMART

ST VINCENT DE PAUL SOCIETY VICTORIA

Position Description

Job Title	Donor Processing & Data Coordinator
Reports to	Fundraising & Operations Team Lead
Department	Fundraising
Position Type	Full time
Duration	Ongoing
Location	Hybrid (Victoria)

Position Purpose

The Donor Processing & Data Coordinator supports the effective operation of SVDP Victoria's fundraising function through accurate and timely donation processing, high-quality donor data and reliable financial reconciliation.

Working primarily within Microsoft Dynamics, the role is responsible for processing donations and supporter information, maintaining data quality and hygiene, resolving exceptions, and coordinating end-of-month reconciliation between the fundraising CRM, payment platforms and Finance records.

This is a hands-on coordination role that works closely with the Fundraising Experience, Insights & Operations Manager and the broader Fundraising & Philanthropy team. It contributes to a positive donor experience by ensuring gifts are recorded correctly, acknowledgements and receipting are supported promptly, and donor records remain accurate, complete and fit for purpose.

Position Key Responsibilities

Donation Processing & Donor Administration	• Process donations accurately and promptly across channels including online, direct mail, regular giving, events, community fundraising and philanthropy • Enter and maintain gifts, pledges, payment details, campaign codes and supporter records in Microsoft Dynamics in line with agreed procedures • Coordinate donation receipting, acknowledgement and related donor administration, escalating sensitive or complex matters appropriately • Monitor processing queues and resolve routine exceptions, rejected transactions, incomplete records and allocation issues. • Handle donor and financial information with high level of confidentiality, accuracy and care.
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Position Key Responsibilities	
CRM Data Quality & Hygiene	• Maintain accurate, complete and consistent donor and supporter records within Microsoft Dynamics • Undertake regular data quality and hygiene activities, including duplicate review, address and contact updates, deceased and returned-mail updates, coding checks and record consolidation • Complete routine data imports, exports and bulk updates using approved templates, controls and validation processes • Identify recurring data issues and recommend practical improvements to processes, guidance and system use • Support the implementation of data standards, naming conventions, procedures and quality checks established by the Fundraising Experience, Insights & Operations Manager • Assist fundraising colleagues to follow agreed CRM and data-entry practices
Month-End Reconciliation & Financial Controls	• Coordinate the end-of-month reconciliation of fundraising income between Microsoft Dynamics, banking and payment platforms, and Finance records • Prepare reconciliation schedules and supporting documentation within agreed deadlines • Investigate and resolve variances, unmatched transactions, coding errors, refunds, chargebacks and other exceptions in partnership with Finance and relevant fundraising colleagues • Maintain clear records and audit trails for donation processing, adjustments and reconciliations • Escalate material, complex or unresolved discrepancies promptly to the Fundraising Experience, Insights & Operations Manager
Reporting & Operational Support	• Prepare routine processing, reconciliation and data-quality reports for the Fundraising Experience, Insights & Operations Manager • Support the extraction and preparation of accurate donor and campaign data for fundraising activity and reporting • Maintain documented procedures, checklists and calendars for recurring processing and reconciliation tasks • Contribute to CRM testing, data clean-up and process-improvement projects as directed • Provide timely, service-focused support to fundraising colleagues on routine donor data and processing enquiries
Stakeholder Service & Continuous Improvement	• Work collaboratively with Fundraising & Philanthropy, Finance, Marketing, Digital and IT to support accurate data flows and efficient donation processing



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Position Key Responsibilities

- Build constructive working relationships and communicate processing requirements and issues clearly
- Contribute ideas that improve accuracy, turnaround times, control and donor experience
- Participate in relevant team meetings, training and continuous-improvement activities
- Act consistently with the mission, values, policies and procedures of Vinnies Victoria

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.

Key Selection Criteria

ESSENTIAL REQUIREMENTS

- Demonstrated experience in high-volume transaction, donation, payment or financial processing, with a strong focus on accuracy and deadlines
- Experience maintaining customer, donor or constituent records in a CRM or database; experience with Microsoft Dynamics is highly regarded
- Demonstrated understanding of data quality and hygiene practices, including duplicate management, validation and consistent coding
- Experience completing reconciliations and investigating variances across systems or financial records
- Intermediate to advanced Excel skills, including confidence with large datasets, lookups, filters and reconciliation schedules
- Strong attention to detail, accuracy, and data integrity
- Ability to communicate insights clearly and confidently to non-technical stakeholders

DESIRABLE

- Experience in a fundraising or not-for-profit environment
- Exposure to Power BI or similar data visualisation tools
- Familiarity with donation receipting, fundraising income coding and month-end finance processes
- Experience supporting data clean-up, system testing or process-improvement activities

PERSONAL ATTRIBUTES

- Highly accountable and transparent in ways of working
- Comfortable making decisions and enforcing standards
- Pragmatic, solutions-focused, and delivery-oriented



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- Calm, confident, and credible with senior stakeholders
- Strong alignment with the mission and values of Vinnies Victoria

CONFIDENTIALITY & CONDUCT

The role requires strict confidentiality of supporter, donor, and organisational data and compliance with all St Vincent de Paul Society policies, values, and codes of conduct.

Wellbeing, Health and Safety

Child Safety Statement

St Vincent de Paul Society is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect of child safety

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as LGBTQI+, and children with a disability.

Whilst all St Vincent de Paul programs and activities may not involve regular contact with children by SVDP Representatives, it is the decision of St Vincent de Paul State Council that all St Vincent de Paul programs and activities will be subject to the Child Safety Policy

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



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