



creating  
possible

## Position Description

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<b>Position Title:</b>	Senior Manager, Supporter Relations
<b>Salary Range:</b>	MCRI Professional & Administrative Salaries - Level 8
<b>Reporting Manager:</b>	Head Individual Philanthropy & Supporter Relations
<b>Direct Reports:</b>	3 (Data Coordinator, Data Officer and Data Specialist)
<b>Home Group:</b>	Engagement & Philanthropy

### Who are we?

The Murdoch Children's Research Institute (MCRI) is home to significant scientific discoveries. We believe there is an answer, a cure or a better treatment for every childhood condition — and we're determined to find it.

We are a diverse team of world-leading researchers, doctors, engineers, and hardworking professionals in operational and scientific services from all corners of the world with one shared goal — to transform child health worldwide.

Our strength lies in our partnership and co-location with The Royal Children's Hospital and the University of Melbourne — the Melbourne Children's Campus. This partnership model amplifies opportunities to quickly translate research into clinical care.

MCRI includes a wholly owned subsidiary, the Victorian Clinical Genetics Services (VCGS), a private not-for profit organisation. VCGS is a specialist childhood, prenatal and adult genetics service. VCGS provides an integrated genetic consultation, counselling, testing and diagnostic support service to children, adults, families and prospective parents.

Together, we share a powerful vision:

### Our purpose:

We want all children to have the opportunity to live a healthy and fulfilled life.

### Our 2025-2030 Strategy:

Towards Precision Child Health

We exist for a **purpose**, to give all children an opportunity to live a healthy and fulfilled life.

We **value** individuals with the determination to solve complex problems, who thrive on collaboration, and who embody honesty, respect, and accountability.

Our **goals** centre around an inclusive environment in which our people can undertake bold research that can be scaled for impact through strategic partnerships.

We **operate** in a collaborative environment, tackling problems in teams, across disciplines and across boundaries.

Our research generates evidence underpinning changes that **impact** the lives of children in our hospitals, in our communities, and across the globe.

### What is it like to work for us?

We are dedicated to ensuring a positive working environment that values all backgrounds and experiences. We cultivate an inclusive culture that is underpinned by equal opportunity for all and a culture based on respect, consideration, and dignity. We invest in developing our People and fostering an environment where learning and development is central to our staff reaching their full potential.

The Institute is also committed to the safety of children and young people and takes a zero-tolerance approach to all forms of child abuse, exploitation, and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities.

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## Position Overview

The **Senior Manager, Supporter Relations** plays a pivotal role within the Engagement and Philanthropy team at the Murdoch Children's Research Institute (MCRI), driving the strategic use of data, CRM systems, reporting and business intelligence to advance the Institute's philanthropic mission. This position is responsible for leading a high-performing team of data professionals, overseeing the integrity, quality and governance of donor and financial data, translating complex datasets into actionable insights that inform fundraising strategy and donor engagement and fostering a culture that places data at the centre of decision-making and continuous improvement.

The Senior Manager will build and champion a robust data culture — one that supports smarter decision-making, strengthens donor relationships, and enables the Engagement and Philanthropy team to operate with greater self-sufficiency, data literacy and impact. The role serves as the primary subject matter expert for Raiser's Edge NXT, fundraising reporting and Power BI across the Engagement & Philanthropy function.

In this role, you will drive the key improvement projects, ensuring systems are accurate, accessible, and provide secure data. You will also be expected to produce high-quality reporting and visualisations for senior leadership, the MCRI Board, and key philanthropic stakeholders. This is an exciting opportunity for a data-driven leader who is passionate about the role of philanthropy in children's health research, and who thrives in an environment where rigour, innovation, and purpose intersect.

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## Key Accountabilities

### Team Leadership

- Provide leadership and support to the team, fostering a high-performance culture within the team
- Scheduling deliverables and managing resources to ensure a balance of a manageable workload across the team against time sensitive deliverables
- Oversee day-to-day operations of the team, ensuring that key deliverables are met and that data-related activities are executed to a high standard
- Lead the prioritisation of data-related initiatives, ensuring that the most critical projects are addressed efficiently to support both current and future needs
- Facilitate training and development opportunities for the team to enhance their data management expertise and stay up to date with industry best practices
- Guide team members in developing their skills in data management, reporting, and insights, ensuring that they are aligned with the institute's broader goals
- Act as the lead Raiser's Edge NXT expert within Engagement & Philanthropy, providing training, guidance and system governance to maximise adoption and effective use of the platform

### Stakeholder management

- Foster strong relationships with internal stakeholders, including Marketing, Communications, Finance, and Research, to ensure data is leveraged effectively across the institute
- Champion a culture of data literacy and continuous improvement across Engagement and Philanthropy, encouraging innovative use of data to enhance donor engagement and fundraising efforts
- Manage relationships with external suppliers, consultants, and vendors, ensuring high-quality service delivery related to data management systems and processes

### Data Management

- Generate lists for events, appeals, bulk communications, awards and supporter impact reporting
- Oversee data governance, ensuring compliance with privacy legislation and internal policies across all donor and financial information
- Lead the administration, optimisation and continuous improvement of Raiser's Edge NXT, including database configuration, business rules, workflow design, data quality and user adoption
- Collaborate with internal stakeholders to ensure database structures and functionalities align with evolving business needs, including Campaigns, Appeals, and Constituent Codes

### Reporting & Insights

- Prepare detailed reports for monthly financial reconciliations with Finance
- Design, develop and maintain Power BI dashboards and executive reporting that provide real-time visibility of fundraising performance, donor engagement, pipeline health and operational effectiveness
- Develop and streamline the reporting function to deliver data insights that support strategic decision-making across the philanthropy team

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- Create and provide regular reporting dashboards that monitor key performance metrics such as donor engagement, financial health, and fundraising effectiveness
  - Ensure reporting is aligned with the broader organizational goals and supports both short-term and long-term planning initiatives

### Strategic improvements

- Continuously review and optimise processes through automation, system enhancements and improved reporting capability to reduce manual work and increase operational effectiveness
- Drive the adoption of best practices in data management, ensuring that team members and stakeholders are equipped with the right tools and knowledge to use data effectively
- Lead key data improvement projects to ensure that data infrastructure supports the Institute's strategic goals
- Ensure that data processes are scalable and adaptable to the evolving needs of MCRI as the organization grows
- Drive process improvement initiatives that enhance data integrity and accessibility, enabling smoother data flow between internal departments
- Lead the development and continuous improvement of data systems that ensure accuracy, security, and accessibility of donor and financial data
- Is engaged in the campus culture including professional development activities and attending internal/external campus conferences and seminars
- Is aware of, and adheres to, MCRI policy on Intellectual Property/Material Transfer Agreements/Contracts/Clinical and Public Health Outcomes
- Contributes to the strategic planning at the research group level in line with the Institute's strategic plan

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### Selection Criteria

- **Demonstrated experience leading and developing high-performing teams:** A proven track record of managing and mentoring teams in a data, CRM, or fundraising operations environment. This includes scheduling workloads, facilitating professional development, and fostering a culture of performance, accountability, and continuous improvement
- **Expertise in data management, governance, and CRM systems:** Demonstrated experience overseeing end-to-end CRM management practices, including data entry, reconciliation, donor record management, and database administration. Demonstrated experience administering and optimising Raiser's Edge NXT or a comparable fundraising CRM platform is essential. Along with an understanding of privacy legislation and data governance frameworks relevant to the Australian context
- **Strong analytical and reporting capability:** Ability to use visualisation tools (such as Power BI) to translate data into clear meaningful insights, dashboards, and visualisations for a range of audiences including senior leadership and board-level stakeholders. Experience producing financial reconciliation reports and performance monitoring tools that support strategic decision-making is essential
- **Strategic thinking and process improvement orientation:** Demonstrated ability to develop and execute data strategy project management improvement projects aligned with organisational goals. The successful candidate will have experience leading process improvement initiatives, identify inefficiencies, and implement scalable solutions that enhance data integrity, accessibility, and operational effectiveness
- **Stakeholder engagement and communication skills:** Proven ability to build and maintain productive relationships with a diverse range of internal and external stakeholders, including Finance, Marketing, Communications, and Research team as well as external vendors and consultants. The ability to champion data literacy and influence a culture of evidence-based decision-making is essential
- **Knowledge of and commitment to the not-for-profit or philanthropic sector:** An understanding of fundraising principles, donor engagement strategies, and the role of philanthropy in supporting research and health outcomes is highly regarded. A genuine commitment to the mission of MCRI and children's health research will be considered an asset

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### Conditions of Employment

- Keeping children safe is our highest priority. We maintain rigorous safeguarding standards and employ comprehensive screening processes to ensure the safety of the children we work with. This includes mandatory screening processes for all successful candidates, including:
  - Valid Working with Children Check (or equivalent)
  - Satisfactory criminal record check
- The right to reside and work in Australia and you meeting any applicable visa conditions

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## Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
- Employees conducting duties on behalf of MCRI are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role
- We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Policy
- The Institute is committed to the safety of children and young people, and takes a zero-tolerance approach to all forms of child abuse, exploitation and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities
- We are committed to a diverse, inclusive workplace where all staff are supported to reach their full potential, regardless of gender, career status, age, disability, cultural background, religion or sexual orientation
- Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely

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*As MCRI evolves to meet its changing strategic and operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.*