

CRM & IT Administrator

About us

Tearfund is one of New Zealand's leading faith-based NGO's with partnerships and programmes throughout the developing world. It is a highly respected charity that inspires people to give, learn, advocate and stand up against injustice.

Over 25,000 donors and 1,600 churches nationwide provide a network for the majority of funding needed for Tearfund's development programmes.

We have over 45 highly competent staff who work out of our Mt Roskill, Auckland office to support the growth and effectiveness of these programmes.

The role

You'll be responsible for improving the donor data within our Microsoft CRM system, ensuring issues are identified, followed up and resolved efficiently and effectively. You'll work with our marketer & fundraisers, assisting with the segmenting of donor data for appeals and campaigns and will complete data clean-up activities.

You'll also provide the Business Technology Solutions (BTS) team with support and help out on various IT projects or support issues. This is a great role for someone wanting to get exposure to a broad range of skills and experience.

You'll have an opportunity to make a tangible difference to the important work that we do by helping us to:

- Administer Tearfund's CRM database and other internal systems
- Work alongside internal teams to deliver business solutions
- Drive and implement data integrity and cleanliness of supporter information
- Make better use of and get maximum value from our data
- Provide meaningful reporting to our teams
- Develop tools with IT to protect quality feeds of data from other sources i.e. website
- Ensure that our IT systems are well monitored and that problems are quickly resolved

About you:

We are looking for the following skills and experience:

- 2+ years of experience working in an IT or similar roles where good numeracy skills and excellent attention to detail are required.
- Knowledge and experience using a CRM system
- Excellent communication skills with the confidence and ability to influence and work with others
- Demonstrated experience analysing and interpreting complex data
- A genuine interest in learning and developing new knowledge and skills and a flexible attitude to help out where needed
- An understanding of the software development lifecycle and experience with SQL would be advantageous

If this sounds like something you'd be great at then we'd love to hear from you.

To discuss this opportunity further please contact Elke on 021802213 or to apply, send a cover letter (outlining why you'd like to work for Tearfund) and your CV to work@tearfund.org.nz