



Anglican  
Overseas  
Aid

## Senior Business Systems & Data Manager

**Classification:** SCHADS Award Level 5

**Location:** Melbourne office and hybrid preferred, with remote considered

**Employment Status:** Full-time (1.0 FTE) with flexibility (0.8 FTE) considered. Two-year contract

**Reports to:** CEO

**Works closely with:** Engagement team, Executive, external IT provider, and across the organisation

**Manages:** Operations Officer – Supporter Services (part-time) and Operations Officer – EA and Governance (part-time)

**Anglican Overseas Aid (AOA)** is an overseas relief and development agency associated with the Anglican Church of Australia. We long to see dignity, equality and inclusion for those experiencing poverty and marginalisation, with an emphasis on gender and climate justice. We choose not to ignore people in need, and work with the broader Anglican community to see the world as God designed it to be, renewed and restored.

### Position purpose

The Senior Business Systems & Data Manager is a new role that leads and delivers AOA's business systems and data capability, with a strong focus on the organisation's CRM ecosystem (currently Salesforce). The role is responsible for improving data integrity and usability, enabling high-quality reporting and analysis, and building staff capability through practical, hands-on training and support.

Operating in a small organisation, this role balances strategic leadership with delivery. It involves hands-on CRM administration and optimisation, working with teams to clarify needs and improve processes, and coordinating external technical service providers to ensure solutions are fit for purpose and proportionate to organisational scale. The role provides informed guidance on system priorities, market options, and staged procurement approaches to ensure AOA's systems effectively support fundraising, programs, governance, and organisational performance.

Beyond CRM stewardship, the role provides organisational leadership in embedding efficient, consistent ways of working across teams—clarifying system use, improving workflows, and supporting the adoption of agreed tool guardrails (e.g., email, Teams, Monday.com). The role strengthens the supporter experience by ensuring CRM and related systems enable consistent, automated, and meaningful supporter journeys. The role strengthens organisational capacity by ensuring systems, data practices, and digital workflows enable sustainable workloads, cross-team collaboration, accreditation requirements, and the effective delegation of systems oversight from the CEO.

In the first 6–12 months, the role will deliver improved CRM data integrity and insight, alongside a pragmatic, organisation-wide assessment of CRM capability. This includes evaluating the fitness of the current Salesforce platform, defining priority functional requirements, analysing market options proportionate to organisational scale, and establishing a staged, informed procurement pathway through effective engagement with technical service providers.

The Senior Business Systems & Data Manager role suits an agile leader, ideally experienced in the not-for-profit sector and passionate about making a tangible impact through internal-facing work.

This role plays a central part in ensuring that AOA's systems and ways of working are fit for purpose during a time of increased organisational complexity, accreditation requirements, supporter engagement growth, and digital transformation.

## **Scope & Boundaries**

### **CRM, Business Systems & Data Stewardship (Core Technical Load)**

- Managing the day-to-day administration and continuous improvement of the CRM (Salesforce) and selected business systems, including configuration, access controls, documentation, and user support.
- Ensuring data governance and integrity for core organisational datasets, including setting standards, processes, and quality controls.

### **Cross-Team Workflow Improvement & "Ways We Work"**

- Leading the development, documentation, and implementation of organisational "ways we work" guardrails, including clarification on communication channels and workflow tools.
- Identifying and fixing cross-team process bottlenecks and inefficiencies to ensure system use supports effective collaboration and reduces duplication.

### **Digital Readiness, Privacy, Cybersecurity & AI**

- Contributing to AOA's digital readiness, including privacy, data protocols, cybersecurity response planning, and AI readiness in collaboration with relevant staff.

### **Analytics, Reporting & Organisational Insight**

- Enabling analytics and reporting, including developing and maintaining dashboards and system-enabled performance reports that track organisational KPIs and strategic plan progress, operational health, compliance indicators, and ad-hoc insights aligned with organisational priorities.

### **User Enablement, Training & Change Adoption**

- Providing user training, enablement, and support to build confidence, capability, and consistent use of systems.

### **People & Culture Systems Enablement (Employment Hero & Compliance)**

- Supporting the systematisation and optimisation of people and culture processes, including Employment Hero workflow configuration (onboarding, probations, compliance reminders, performance cycle templates), data quality, and reporting, in partnership with the CEO and relevant managers.
- Facilitating system-driven Work Health and Safety, privacy, and policy compliance workflows and reporting, ensuring these are supported by reliable processes and documentation.

### **Team Leadership & Operations Coordination**

- Managing two part-time Operations Officers and coordinating work priorities related to systems, data, and operational processes.
- Providing day-to-day leadership for the Operations team while ensuring the EA continues to

receive strategic direction from the CEO as required.

### Vendor Management & External Technical Liaison

- Acting as the knowledgeable liaison with external technical service providers to ensure advice, changes, and deliverables are understood, tested, and appropriate.

This role is not solely responsible for:

- Organisation-wide cultural or behavioural change, as leadership resides with the Executive, but this role provides system-enabled foundations and operational leadership to support adoption.
- Making final executive decisions on major platform replacements or significant capital investments, which require CEO, Executive, and/or Board approval.
- Organisation-wide ICT infrastructure (e.g., networks, devices, identity platforms) unless explicitly delegated.
- Sole ownership of large-scale transformation projects; the role may lead specific workstreams and provide subject matter expertise with appropriately scaled resourcing.
- Providing legal advice (e.g., privacy or contract law), although the role coordinates inputs and ensures operational compliance.

Key Accountabilities	Key Tasks	Outcome Indicators
Organisational Ways of Working, Workflow Improvement & Digital Enablement	<ul style="list-style-type: none"> <li>• Lead cross-team mapping of core processes and identify opportunities to streamline, automate, or realign workflows.</li> <li>• Develop and embed organisational guardrails that clarify expected use of key tools (email, Teams, Monday.com).</li> <li>• Partner with Executive to ensure workflows support strategic initiatives, accreditation requirements, and sustainable workloads.</li> <li>• Support implementation of privacy, data protocol, and cyber/AI readiness improvements in collaboration with responsible staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Documented, adopted “Ways We Work” guardrails across all teams.</li> <li>• Reduction in duplicated work and clearer workflows across departments.</li> <li>• Staff report increased clarity and reduced confusion about system usage.</li> <li>• Improved organisational readiness for accreditation, privacy compliance, cyber response, and AI integration.</li> </ul>
Business Systems Strategy & Roadmap	<ul style="list-style-type: none"> <li>• Partner with teams to understand business needs and translate them into system priorities and practical solutions</li> <li>• Develop and maintain a staged systems roadmap aligned to</li> </ul>	<ul style="list-style-type: none"> <li>• Systems roadmap agreed and reviewed regularly</li> <li>• Clear documentation of business requirements and process improvements</li> </ul>

	<p>organisational strategy, capacity, and resourcing</p> <ul style="list-style-type: none"> <li>• Identify process improvements and support consistent ways of working across teams</li> <li>• Lead the systems side of supporter-journey design and optimisation (e.g. onboarding flows, segmentation, data-driven triggers) in partnership with the Engagement team, ensuring CRM tools enable consistent and meaningful donor experiences</li> <li>• Assess and define ongoing operational support requirements to inform future structure and resourcing</li> </ul>	<ul style="list-style-type: none"> <li>• CRM works effectively to enable seamless, automated donor journeys that increase retention and meet the Engagement team’s needs</li> <li>• Data-driven triggers and segmentation allow for personalised supporter experiences at scale</li> <li>• A validated, sustainable resourcing plan is in place by the end of the contract to support future system needs</li> <li>• Internal teams have clear, reliable pathways for technical support and system troubleshooting</li> </ul>
CRM Administration, Data Integrity & System Documentation	<ul style="list-style-type: none"> <li>• Administer and continuously improve the CRM (Salesforce), including configuration, permissions, access controls, and troubleshooting support</li> <li>• Define and embed data standards, ownership, and quality controls across CRM and related systems</li> <li>• Monitor, remediate, and improve data quality over time to support reporting, supporter journeys, and organisational decision-making</li> <li>• Maintain system documentation, including data dictionaries, standard operating procedures, and configuration records</li> </ul>	<ul style="list-style-type: none"> <li>• CRM is well-maintained, reliable, and supports effective fundraising, supporter journeys, and organisational workflows</li> <li>• Measurable uplift in data quality and staff confidence in reporting</li> <li>• Clear, current data governance artefacts in place and actively used</li> <li>• Reduction in data errors and improved consistency of system use across the organisation</li> </ul>
Analytics, Reporting & Insights	<ul style="list-style-type: none"> <li>• Deliver fit-for-purpose dashboards and reports for management and teams</li> <li>• Enable reliable fundraising and engagement reporting through consistent definitions</li> <li>• Support teams to interpret and use data in decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Timely, accurate reporting with consistent metrics</li> <li>• Improved ability to segment supporters and assess performance</li> </ul>

<p>User Enablement, Training &amp; Change</p>	<ul style="list-style-type: none"> <li>• Develop and deliver practical training for CRM users, including onboarding and refresher sessions</li> <li>• Create user guides and quick-reference resources</li> <li>• Lead adoption and change activities for new features and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Increased user adoption and capability</li> <li>• Reduced data errors and support issues</li> </ul>
<p>People and Culture Systems and Compliance Enablement</p>	<ul style="list-style-type: none"> <li>• Configure and optimise Human Resources Information System (Employment Hero) workflows, templates, onboarding processes and compliance tracking</li> <li>• Maintain people-related data governance (roles, permissions, documentation standards)</li> <li>• Enhance and create automated reminders and reporting for compliance obligations (WHS, policy acknowledgements, training)</li> <li>• Support performance cycle documentation and reporting through system workflows</li> </ul>	<ul style="list-style-type: none"> <li>• Streamlined and automated HR processes with reduced administrative burden on leaders</li> <li>• Clear visibility of compliance status across onboarding, training, WHS and performance cycles</li> <li>• Improved consistency and timeliness of people process documentation</li> </ul>
<p>Team Leadership &amp; Culture Setting</p>	<ul style="list-style-type: none"> <li>• Manage, inspire and develop the Operations team (Operations Officer-EA &amp; Governance, Operations Officer-Supporter Services), fostering a collaborative, values-aligned, and agile working environment</li> <li>• Provide clear guidance, priorities and workflow coordination across the Operations portfolio, balancing hands-on work with effective delegation and oversight</li> <li>• Model strong organisational skills and systems stewardship, enabling the team to deliver high-quality work</li> <li>• Support a cohesive Operations team identity while working closely with the CEO to ensure</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable team productivity, wellbeing, and continuous improvement demonstrated through clear workflows, predictable delivery, and reduced bottlenecks</li> <li>• Effective management of direct reports, including annual performance reviews, work plans, goals, and regular work-in-progress meetings</li> <li>• Strong collaboration and communication across the Operations team, contributing to an efficient and well-supported organisational environment</li> <li>• Clear, timely support provided to the CEO through structured</li> </ul>

	<p>clarity of direction for EA-related responsibilities that directly support the CEO</p> <ul style="list-style-type: none"> <li>• Facilitate regular check-ins, work-in-progress discussions and cross-team communication to ensure alignment and effective delivery</li> </ul>	<p>coordination of EA/governance functions within the team's remit</p>
<p>Vendor Management, Market Options &amp; Procurement Support</p>	<ul style="list-style-type: none"> <li>• Act as the primary liaison with technical service providers</li> <li>• Lead a pragmatic assessment of CRM fitness for purpose and priority requirements</li> <li>• Conduct market scanning and support a staged, proportionate procurement approach when required</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence-based recommendations endorsed by leadership</li> <li>• Effective vendor performance and reduced reliance on external providers</li> </ul>
<p>Organisational Citizenship</p>	<p>Work collaboratively with team members, role model AOA's Christian values and be a positive example for staff and external stakeholders.</p>	<ul style="list-style-type: none"> <li>• Participate in staff events (e.g., devotions and staff gatherings) as part of AOA's spiritual life.</li> <li>• Foster a positive working partnership within and across teams.</li> </ul>

## Position Requirements

### Must have

- Demonstrated experience (typically 5+ years) in business systems and data roles, including hands-on CRM administration (Salesforce or equivalent)
- Strong capability in improving data integrity, governance, and documentation
- Experience delivering analytics, dashboards, and operational reporting
- Proven ability to train users, uplift adoption, and lead change in a small organisation environment
- Experience managing staff, coordinating workloads, supporting professional development and working across functions with limited resourcing
- Experience working with external technical service providers and vendors
- Understanding of privacy, information security, and access control good practice
- Demonstrated ability to lead cross-organisational workflow improvement and support behaviour change in system and tool adoption
- Experience embedding workplace guardrails and driving consistent use of organisational tools (e.g., email, Teams, Monday.com)
- Understanding of digital readiness, including privacy protocols, cybersecurity considerations, and emerging technologies such as AI

- Must be sympathetic to and aligned with AOA's Christian faith-based values, origins, and key stakeholders.

### **Highly regarded**

- Salesforce Administrator certification or equivalent experience
- Experience in not-for-profit fundraising operations and supporter journeys
- Experience supporting procurement activities (requirements, option analysis, Request for Information/Request For Proposal processes)
- Experience with BI tools and/or data integrations

### **About Anglican Overseas Aid**

Our vision is to see Anglican communities working together for God's renewed creation, free of poverty.

We focus on four key areas:

**Transforming communities:** Particularly in the Asia-Pacific and Africa, addressing the pressures of poverty, moving toward greater gender equality and climate resilience

**Working in partnership:** Seeing our global partners growing in capacity, delivering localised best practice development

**Connecting Anglicans globally:** Seeing Australian Anglicans relationally connected with global partners for greater impact

**Championing future generations:** New generations of Australians who, motivated by their faith, are responsible, involved global neighbours

**OUR VALUES** are embraced in thought, word and deed:

- Commitment to the poor
- Dignity of all people
- Restoration of all creation
- Church as light in the world
- Integrity and accountability

### **Other requirements of AOA People**

- AOA is committed to protecting those who work for us, and those with whom we work, from harm and from harming others
- AOA is committed to safeguarding all people, especially children and vulnerable adults, who come into contact with our organisation and programs. As a child-safe organisation, all staff will undergo police checks, Working With Children Checks, counter-terrorism checks, and any other compliance checks required
- AOA is committed to diversity and inclusion in the workplace. We support accessible and inclusive working arrangements for all. We encourage people from all backgrounds to apply, including people with a disability, Aboriginal and Torres Strait Islanders, culturally and linguistically diverse

backgrounds and identities. All qualified applicants will receive impartial consideration for employment

- All AOA staff are required to sign and abide by AOA's Code of Conduct and its related policies
- All AOA staff must have permission to live and work in Australia

*This position description is a guide only and is not intended to be an exhaustive or exclusive list of the duties of this position. The CEO may review and modify it in response to AOA's changing needs.*