



Data and Donor Services Manager

About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes the adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end the Asia dog and cat meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**.

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Title and Summary: As Soi Dog Foundation enters an exciting phase of growth in our fundraising, with ambitious plans to transform our use of data and donor engagement, this role is crucial to our success.

Leading the Data and Donor Services team, this position combines the strategic optimisation of our data systems with ensuring excellence in donor care. The role is responsible for:

- Managing and developing our Raiser's Edge database and donor portal
- Improving donor retention and reactivation rates through data-driven strategies
- Ensuring exceptional donor service delivery and support
- Developing analytics capabilities and insight generation
- Leading system improvements and team development

Working closely with the Digital Fundraising Coordinator, this role drives the strategic use of data to optimise donor communications while managing a high-performing donor services function that supports our growing international donor base. The Data and Donor Services Manager reports directly to the Director of Fundraising International and indirectly to the Director of Fundraising Thailand.

Key Responsibilities:

1. Data System Management & Quality

- a. Design, document and manage audit procedures quarterly to ensure accuracy of donation data maintained in Raiser's Edge
- b. Coordinate required data cleanup to optimise database quality and reduce costs
- c. Develop SOPs and maintain accurate documentation for all data processes
- d. Perform annual audits of all SOPs to ensure accuracy
- d. Ensure security of private personal data across markets

2. Analytics & Insight

- a. Develop and maintain interactive dashboards utilizing a suite such as Power Bi, showing fundraising performance, donor behavior, and campaign effectiveness
- b. Provide monthly reports to Directors with continual improvement of reporting and insights
- c. Develop reporting mechanisms for donation trends (amounts, duration, frequency)
- d. Analyse campaign performance to determine ROI and optimisation opportunities
- e. Develop and implement donor segmentation framework
- f. Lead monthly analysis of donor behavior patterns with fundraising team
- g. Track and analyse performance across international markets

3. Data Systems & Infrastructure

- a. Drive continuous development of data infrastructure and CRM capabilities
- b. Train and support staff members in CRM use
- c. Maintain technical documentation of all system processes
- d. Lead development and implementation of system improvements
- e. Manage regular engagement with Blackbaud
- f. Run monthly user group meetings to drive CRM adoption

4. Data-Driven Strategy

- a. Develop strategies to maximise lifetime giving value based on donor insights
- b. Champion best practices in donor data management
- c. Create and implement data quality frameworks
- d. Support fundraising planning through data analysis
- e. Design data-driven approaches to improve retention

5. Donor Services

- a. Oversee donor communication and support processes
- b. Manage gift verification across giving platforms
- c. Handle Gift in Will information requests
- d. Support team in managing donor queries and changes
- e. Provide assistance to non-native English speaking team members
- f. Ensure exceptional donor care standards

6. Team Leadership

- a. Manage the Data and Donor Services team
- b. Conduct regular 1:1s and set clear performance expectations
- c. Develop team members' skills and capabilities, and build business cases for team growth

Department and Supervisor: This position reports directly to the Director of International Fundraising & Marketing, and indirectly/works closely with the Director of Fundraising Thailand.

Skills and Qualifications:

- Fluent English speaker
- Some knowledge of Thai culture and language (desirable)

- Demonstrable experience and knowledge of designing, leading and managing successful data and insight provision
- Previous fundraising or non-profit experience
- Ability to transform data and information requests into actionable insights based on stakeholder's interests and requirements
- Ability to take a pragmatic, evidence-based approach to ensure appropriate decisions are taken
- Working knowledge payment processors such as Braintree and PayPal
- Able to pre-empt problems and think creatively to recommend solutions
- Experience with email management software such as Mailchimp
- Experience of delivering data analysis and reporting services
- Experience of delivering data to increase the operational effectiveness of an organisation
- An effective and assertive leader, able to empower and grow high performing data specialists
- High level of attention to detail and excellent computer literacy
- Exceptional customer service skills
- A passion for animals and animal welfare
- Experience of working with Raiser's Edge NXT (desirable)
- Experience of working with Power Bi, or as other suites such as Google Analytics, Looker etc. (desirable)

Location: We're open to candidate who wish to be based in either Soi Dog Foundation, Mai Khao, Phuket, Thailand or based in Bangkok.

For the Bangkok-based role. Initially, there will be a hybrid working arrangement with some work-from-home flexibility and as we establish our new office in Bangkok, this will transition to a full-time office-based position and can travel to Phuket when necessary. Soi Dog will cover flight and accommodation during working in Phuket.

Type of Employment: This position is full-time.

Benefits:

- Five-day working week, 40 hours per week with two days off.
- Working hours are 8am-5pm, and this is a full-time office role.
- Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 20 days with a year of service (and up by a day every year up to 25 days)
- Annual Salary Adjustment
- Social Security
- Provident Fund
- Visa and work permit

HOW TO APPLY

Please send your CV together with a covering letter in ENGLISH detailing why you think you would be appropriate for this role, to hr@soidog.org

Short-listed candidates will be notified by email.

Candidates will be shortlisted and interviews carried out on a rolling basis

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