



Job Description

Job Title:	Head of Development Operations
Accountable to:	Director of Development
Accountable for:	Research and Database Officer; Development Operations Officer; Development Office Assistant
Liaison with:	Deputy Director of Development

Overview of Role:

To provide strategic direction and lead the Development Operations team to develop, build and deliver systems and services that enable the fundraising and alumni engagement programmes to flourish. Alongside this, to lead strategy development, planning and implementation for NXT working closely with the Director and actively contributing to the overall direction, success and achievements of the Development function at Univ.

The applicant should have a progressive 'can do' attitude and will manage the newly formed Operations Team of three. It is an exciting time to be working in Development at Univ with a new Master and transformation projects in the pipeline. The Development function and the College are always looking to adapt and welcomes new ideas and thinking. Projects requiring immediate attention for the successful candidate include assessing and implementing a review of the independent RE/ NXT database. Continuing the roll out of donor relations programme. Assessing the internal financial processes and streamlining where possible. Utilizing the principles of insight to better inform the activity being undertaken at Univ.

Main Duties and Responsibilities:

- Contribute fully as a member of the Development function, ensuring a collaborative approach across the College.
- To lead a high-performing Development Operations team, setting ambitious team and individual objectives, supporting and inspiring people to achieve them, and championing individual development. In addition, to manage temporary staff and volunteers.
- Ensure that the Development Operations team provides an excellent level of internal and external customer service, responding efficiently to queries in a timely and positive manner working with colleagues to find solutions.
- To manage the database operations, research and finance.
- Provide the Director and College senior leadership team with high quality business and management information, ensuring that MI on NXT progress is regularly analysed and reported on accurately and promptly, with clear action-planning undertaken.
- Lead the Univ's due diligence and gift acceptance, ensuring high quality information is provided.

- Ensure the fundraising and alumni engagement programme is informed and improved by continuous learning from data analysis and external benchmarking tools.
- Ensure robust processes for gift administration are in place to provide a positive supporter experience and that relevant information is recorded to enable effective management reporting.
- Ensure robust processes for the storing, analysis and controlled sharing of alumni and supporter data, in accordance with Data Protection regulations and guidance.
- Provide strategic direction for development of the alumni and supporter database (currently Raiser's Edge), alumni engagement systems and platforms. Maintain a strategic relationship with key vendors and collaborate with colleagues in other universities to influence product development.
- Lead the Development Research function to ensure the provision of a stream of qualified prospects, supported by accurate, high-quality information to provide the best possible opportunities for the fundraisers.
- Develop and oversee a prioritised programme of database research focused on potential sources of income.
- Monitor and ensure best practice in financial administration and maintain a good understanding of the latest developments and legislation as it applies to the fundraising and information management environment.
- Oversee the effective and prudent use and management of the annual expenditure budget.
- Liaise effectively with finance, IT, other departments and external suppliers to ensure that communication processes and information sources are effective, accurate and appropriate.
- Embody Univ's values, leading by example to build a culture and processes that enable innovation and thoughtful risk-taking.

Any other duties commensurate with the role and grade.

Person Specification

Qualifications, Skills and Experience

Essential

- A degree-level qualification or equivalent.
- A leadership position in a complex operations role in higher education, not-for-profit, or a comparable sector with demonstrable experience of formulating and successfully implementing strategy at organisation or divisional level.
- Experience of developing regulatory frameworks ensuring consistency of approach, legal compliance and reputational protection.
- Excellent communication skills, both in writing and face-to-face, with an ability to sensitively match communication style to varying audiences, work collaboratively, build and maintain productive relationships with others.
- Exceptional organisational and planning skills, with the ability to focus on the things that matter and to empower others to do the same.
- Able to work well in a fast-changing environment, under pressure and managing conflicting priorities.
- Strong analytical and problem-solving skills and the ability to analyse and communicate technical issues.
- Demonstration of a personal commitment to, and belief in education, research and scholarly enquiry.
- Willingness to work outside normal hours when required.

Desirable

- Practical management experience; preferably in at least one of: prospect research, database management, gift administration, or supporter operations, within a fundraising environment.
- An understanding of the Higher Education sector and current issues.
- Financial management experience.