



Job Description

Job Title:	Data and Development Operations Manager
Accountable to:	Director of Development
Accountable for:	Data Officer
Liaison with:	Deputy Director of Development

Overview of Role:

This varied role within Univ's friendly and supportive development team covers three key areas: data management, gift processing, and prospect research. The postholder will have responsibility for maintaining and enhancing the efficient, secure, and compliant management of data, as well as having oversight of the development office's financial processes. You will ensure that we maintain compliant data practice, and have responsibility for budget management, including the office's gift processing function and reconciliation, working in close collaboration with the College's Treasury team. A further key part of this role is in assisting the team's fundraisers to maintain and develop their prospect pipeline through use of the CRM database, Raiser's Edge, to discover new potential supporters.

Main Duties and Responsibilities:

- Managing the development office's database operations, prospect research, gift processing, and budget management.
- Working with and managing the Data Officer to provide an excellent service to the development team, responding efficiently to queries in a timely and positive manner.
- Working with the Data Officer to ensure that development office activities are informed and improved by continuous learning from data analysis and external benchmarking tools.
- Ensure robust processes for the storing, analysis and controlled sharing of alumni and supporter data, in accordance with GDPR regulations and other relevant guidance.
- Provide research information to ensure that the team's fundraisers have accurate, high-quality information offering the best possible opportunities for them to pursue.
- Develop and oversee a prioritised programme of database research focused on new potential sources of income.
- 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.

- Leading Univ's due diligence and gift acceptance, ensuring high quality information is provided.
- Collaborating with the College's Treasury team to maintain and develop processes and workflows to support reconciliation of development income and pledged 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.
- Working with finance systems to support reporting and accounting processes.
- Oversee the effective and prudent use and management of the annual expenditure budget.
- Act as the key interface with the Treasury team.
- Ensure that Gift Aid declarations are secured, processed, and that claims are submitted on a regular basis to the Treasury team.
- Oversight of international gift processing through third party bodies including American Friends of Oxford, and Univ's 501(c)(3).
- Undertake up-to-date, accurate and timely prospect research which reflects the requirements of the team's fundraisers, meeting deadlines and quality standards, including following GDPR guidelines.
- Create network maps of senior volunteers, supporters and partners to ensure the team can maximise the opportunities available through our highest value relationships
- Support the Data Officer and wider team in creating research profiles in a variety of formats drawing on a range of sources to provide fit-for-purpose insight that adds genuine value to solicitation and stewardship plans.
- Liaise with the Director and fundraisers on risk screening and undertake risk-based research as required.
- Help to manage internal systems for the storage/deletion of prospect research, optimising use of the supporter database, adhering to data protection/GDPR, and ensuring consistency and integrity of research.
- Any other duties commensurate with the role and grade.

Person Specification

Qualifications, Skills and Experience

Essential

- A degree-level qualification or equivalent.
- Financial management experience.
- Expertise in Excel and CRM databases, such as Raiser's Edge or DARS
- Experience of a complex operations role in higher education, not-for-profit, or a comparable sector.
- Experience of developing frameworks ensuring consistency of approach, legal and regulatory compliance, and reputational protection.
- Excellent inter-personal and communication skills.
- Strong organisational and planning skills
- Able to work well in a fast-paced environment and to manage conflicting priorities.
- Strong analytical and problem-solving skills, and the ability to analyse and communicate technical information.

Desirable

- An understanding of the Higher Education sector and current issues.