



Development Operations Manager

Salary: £34,000 - £39,000 per annum, depending on experience

Contract type: Permanent

Hours of Work: Full-time, 37½ hours per week (9am-5pm, with flexibility)

Reporting to: Development Director

Responsible for: Development Coordinator (dotted line)

Role overview

The Development Operations Manager will play a key role in the Development team. Working closely with the Development Director, they will be responsible for all operational aspects of the College's Development work, including database management, gift processing, prospect research, and producing reports for committees. They will also have dotted line management responsibility for the Development Coordinator, overseeing their work in the Operations functional area.

The post-holder will need to be confident in handling and managing data and have a robust and proactive approach to trend spotting and reporting. They will need to be a good communicator and able to work well in a team.

Key responsibilities

The main duties to be carried out by the post-holder include:

Data and Database Management

- Manage the alumni database ('DARS') and ensure that data held on alumni is GDPR compliant, comprehensive, and up to date.
- Oversee projects to maintain and improve the quality of the College's alumni data and ensure engagement activities are accurately and effectively recorded.
- Produce data exports for third-parties such as consultancies and mailing houses and ensure any data received is processed and imported accurately.
- Produce accurate data content for publications such as lists of stewardship group members and deceased alumni.
- Become a competent 'super-user' of the DARS database and act as first point of contact for the Pembroke Development team for any queries about the database, ensuring that the team is both confident in using it and consistently recording data in line with GDPR.
- Actively engage with the central University team delivering the successor to DARS, 'Halo', to ensure it meets the College's requirements, and lead on the migration to Halo at the appropriate time.

Prospect Research and Tracking

- Undertake prospect research to identify potential major donors among the College's alumni and supporter base.

- Oversee research into alumni in particular regions in advance of College trips.
- Manage Pembroke's prospect management processes, working with fundraisers and others to identify and assign new prospects within the team.
- Work with the Development Coordinator to prepare donor and prospect profiles ahead of events, trips, and meetings.

Insights, Trends and Segmentation

- Working closely with the Development Officer (Regular Giving and Legacies), proactively and creatively analyse patterns of giving to enable the team to target and segment Regular Giving appeals more effectively.
- Conduct research into wider sector giving trends, and provide recommendations for better engagement.
- Prepare regular reports on donor and engagement activities for the team and wider College, including the Development Committee and Campaign Board.

Gift Processing

- Ensure all changes to Direct Debits including cancellations and amendments are actioned in the agreed timescales. Communicate with donors in respect to these changes.
- Liaise regularly with the PCFNA (Pembroke's 501(c)(3)) to ensure donations made through it are accurate.
- Record all donations including cheques/PCFNA/one-off bank payments as pledges on DARS.
- Identify missed pledge payments or recurring gifts.
- Support the Finance Business Partner in all Gift Aid administration including Gift Aid compliance, securing outstanding Gift Aid declarations and updating old Gift Aid declarations and review of non-eligible declarations.
- Liaise closely with the finance team to ensure donations are accurately classified and reported
- Ensure that gift agreements and associated commitments (e.g. Gift Aid, pledges, payment schedules) are recorded accurately and actioned.
- Research into historic donor funds, where necessary.

Gift Acceptance

- Manage the gift acceptance process, ensuring that the College accepts gifts appropriately and in line with its Gift Acceptance Policy and Fundraising Policy.
- Undertake all necessary research and due diligence on prospective donors, and liaise with the central University and third-party providers of due diligence services where required.
- Oversee the gift acknowledgement process.

Management

- Supervise (with a dotted line reporting relationship) the Development Coordinator, with particular responsibility for overseeing their work in the Operations functional area.
- Be available for regular 1:1 meetings and as a point of contact for any queries, and support their line manager in making sure they receive all necessary training, induction and information to succeed in their role.

Other

- In common with all posts, ensure compliance with the College's policies and procedures, statutory obligations, and best practice.
- Be the principal liaison with the Gift Registry and DARS teams, and keep up-to-date with changes/improvements to the system and how to utilise them.
- To undertake such other duties as may be reasonably required by the Development Director, which may include travel and occasional event attendance outside standard working hours.

Person specification

Essential

- Educated to degree level or equivalent experience.
- Excellent communication and interpersonal skills.
- Strong administrative and IT skills, including Excel.
- High level of numeracy, accuracy, and attention to detail.
- The ability to take the initiative.
- Ability to work within an interdependent team.
- Ability to deal with confidential matters and act with discretion.

Desirable

- Experience in alumni relations, fundraising, customer relations, or a related field.
- Understanding of Gift Aid and international tax-effective giving mechanisms.
- Knowledge and experience of the Higher Education sector.
- Experience of using a CRM database, preferably DARS.
- Experience of liaising with external stakeholders including suppliers and donors.
- Experience of working within a fundraising campaign.

Benefits

- 30 days of annual leave.
- Free lunches during working hours.
- Pension contributions.
- Training and professional development opportunities.