**JOB DESCRIPTION** for Head of Development Operations

**LINE MANAGER** – Development Director

**BACKGROUND INFORMATION**

The Head of Development Operations is a critical position in a dynamic development team. It is a varied role that will reward flexibility. The post holder will demonstrate excellent organisational and interpersonal skills, independent thinking and have a confident and positive approach to their work.

Reporting to and working closely with the Development Director, the post-holder will play a key role in ensuring that the Development Office functions effectively and efficiently, to deliver current and future fundraising, Member engagement and relations targets in support of the college’s strategic goals. The post-holder will be Head of Department and responsibility extends to line-management of the Development Office in the Development Director’s absence.

The post-holder will provide support and oversight for key functions in the Development Office, including mass fundraising and legacies, communications, donor stewardship, events, gift administration and philanthropy research. The post-holder will work closely with managers and members of each functional team to ensure that activities are aligned, and that teams work effectively together and deliver outcomes in support of the Office and the college’s goals.

The post-holder will report to the Development Director and has direct line management responsibility for four senior team members:
- the Donor Relations Manager
- the Events and Communications Manager
- the Regular Giving Officer
- the Research and Database Manager

**SKILLS REQUIRED**

- Excellent team leadership skills and ability to lead and coordinate a strong, cohesive team
- Excellent standard of IT literacy including Microsoft PowerPoint, Word, Excel and Outlook, and familiarity with the management, maintenance and reporting from a relational database. Knowledge of the Raiser’s Edge database would be beneficial
- Ability to deal with confidential or sensitive matters tactfully and with discretion
- Meticulous attention to detail and superb organisational skills
- Exceptional time management and administrative skills
- Flexible, positive and pro-active approach to work
- Confidence in having difficult conversations
- Ability to take responsibility and make decisions
• Ability to work to tight and competing deadlines both as part of a team and using own initiative

**PRINCIPAL RESPONSIBILITIES**

1. Provide management support and guidance to the four functional leads, ensuring that teams are enabled to meet targets and to deliver consistent and exceptional work and outcomes.

2. Support goal and objective setting and monitoring across teams, including undertaking annual appraisals with direct-line reports and ensuring that the appraisal process is supportive of team members and their personal development.

3. Identify potential and emerging issues within and across functional areas and take steps to alleviate or resolve these to ensure the smooth delivery of planned services and outcomes, as well as continuous improvement.

4. Ensure that the systems and processes that support successful development and alumni relations work (e.g. including philanthropy research and relationship management, gift administration and donor stewardship, events and communications) are in place and operating effectively and efficiently.

5. Ensure that the Development Director receives adequate feedback and information management reporting and is enabled to report effectively to college leadership.

6. Lead the development of a one-team approach and culture across the Development Office and oversee the delivery of strategic projects to enhance the effectiveness of individual functions and the team as a whole.

7. Build a strong network of advocates and contacts across the college to support the delivery of Development Office projects and programmes.

8. Oversee management of the American Fund for Emmanuel, the Hong Kong Foundation for Charities, Transnational Giving Europe and any other bodies that enable tax-efficient giving.

9. Coordinate the production of the Emmanuel Review.

10. With the Director of Development, explore the potential and feasibility of new fundraising or engagement initiatives.

11. As Head of Department, attend meetings to represent the Development Office to the wider college community, contribute to discussions at this level, and communicate information and outcomes to colleagues within the Development Office. Be the main point of contact for staff training, health-and-safety matters, and risk assessments for the Office. Oversee the Development Office budget and sign off purchase orders up to the agreed limit.

12. Manage confidential and sensitive information with absolute discretion and integrity.

**OTHER RESPONSIBILITIES**

1. Deputise for the Director of Development as required.

2. As required, attend relevant college committees, draft papers, prepare minutes and provide feedback.

3. As required, attend events and meetings in college and elsewhere, (including national and international, on occasion, if needed).
4. Liaise with the Cambridge University Development and Alumni Relations Office (CUDAR), Cambridge Colleges Development Directors Group (CCDG) and Cambridge in America.

5. Ensure that the Development Office is in all respects GDPR compliant.

6. Undertake any other reasonable tasks that are necessary for the efficient and effective running of the Development Office.

7. Observance is required at all times of the college Equal Opportunities, Social Media, Health & Safety and Computer Acceptable Use policies together with the college policy on the application of the Data Protection Act.

**PERSONAL QUALITIES**

1. Familiarity with and experience of the diverse work and demands of and on a Development Office.

2. Demonstrated capability in leading, managing and motivating teams, and in delivering targets and outcomes in line with strategic objectives.

3. Evidence of success in planning, developing and delivering new projects or initiatives.

4. Exceptional communication skills, with a good command of the English language both spoken and written.

5. Strong interpersonal skills and the combination of personal sensitivity, creativity and tact that is necessary to secure the confidence and support of a variety of different college constituencies including fellows, students, staff, colleagues and Members.

6. Energy, flair, creativity and a belief in the power of philanthropy to make a difference to the college and the wider world.

7. Educated to degree standard or equivalent, or the ability to demonstrate a proven track record within a similar environment. Relevant fundraising, information/project management or member relations experience preferably in a higher education setting; or an equivalent combination of relevant education/training, skills and experience, are essential.

8. An understanding of a Collegiate University.

9. Ability to understand and articulate the purpose and objectives of the College in an authentic and compelling fashion.

The observance is required at all times of the College Equal Opportunities, Health & Safety and Computer Acceptable Use policies together with the College policy on the application of the Data Protection Act. Copies of these policies will be given to the post-holder as part of the induction process.