

JOB DESCRIPTION

Job Title: Operations & Database Manager

Grade: SG7

Department: Alumni and Fundraising

Responsible to: Head of Alumni and Fundraising

Responsible for: N/A

Key Contacts: Alumni and Fundraising, Partnerships, Marketing and External Relations. Colleagues in Professional Services particularly Employability and Apprenticeships, Finance, Student and Academic Services, and Information and Library Services.

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The purpose of this post is to manage, maintain and improve the alumni database and data management processes which underpins all our activities and enable the university to develop alumni and donor engagement. They will oversee gift administration, financial reconciliation of all philanthropic gifts, manage department finance as well as provide key analysis and regular reporting. The role will also regularly and proactively enhance existing relationships and identify new potential donors through research and using other identification techniques.

KEY ACCOUNTABILITIES

Team Specific:

- Manage the data held on the Alumni & Fundraising database and liaise with colleagues across the university to obtain relevant data to be cleaned, formatted and imported in a timely manner.
- Oversee all aspects of gift processing, recording and administration and provide reporting and analysis of all cash, pledges and gifts-in-kind to inform forecasts of future income.
- Prepare monthly, quarterly and annual reporting of key performance indicator to inform outcome of alumni and fundraising activities against strategic plan.
- Oversee the processes which ensure donors are thanked in a timely manner and develop insights that will inform prospect and

fundraising strategy, gift opportunities and the development of proposals.

- Develop more systematic and automated methods of data collection and maintenance.
- Ensure that the collection and use of alumni data is compliant with the latest UK regulations and advising the team on any new regulations which will affect the storage and management of alumni data.
- Provide strategic management of and creative direction in the team's use of data, including working to identify and research potential donors and give new alumni insights for targeting purposes.
- Support communications, events and other fundraising and alumni activities using the database to generate lists and conduct data analysis to assist a wide range of stakeholders with their alumni and fundraising activities; to report on that data and ensure all activity is recorded.
- Deliver special projects that support data acquisition/insights from beginning to end, for example, 'lost' alumni campaigns.
- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement considering changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.
- Oversee the use of the database and provide training and support for colleagues using the database.
- Liaise with directorate administration colleagues to ensure non-pay team expenditure is reconciled and accurately recorded.

Generic:

- Be familiar with the overall work of the Directorate and understand their role within that wider context and use their expertise and knowledge to share information with other areas of the office and university.
- Develop and maintain relationships with a wide range of stakeholders across the university.
- Must have strong time management skills and be able to work to tight deadlines.
- Actively seek awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving.

Managing Self:

- Ensure that sensitive and confidential issues are handled in an appropriate manner.
- Utilise judgment or creativity to resolve relevant challenges, following procedures or guidelines and recognising when to request support from others.
- Work accurately with high attention to detail.

- Ability to proactively identify, discuss and contribute towards resolution of ineffective processes and procedures.
- Work effectively as part of a team, being supportive of and encouraging others and showing a flexible approach to deliver team results.
- Review own development regularly, with input into development plan for discussion with Line Manager.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Alumni & Fundraising team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Delivery of high-quality service in area of specialism.
- Compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

KEY RELATIONSHIPS (Internal & External):

- Alumni and Fundraising
- Partnerships
- Marketing and External Relations

- Colleagues in Professional Services particularly Employability and Apprenticeships, Finance, Student and Academic Services, and Information and Library Services.
- Suppliers

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Significant experience of managing a fundraising or other type of relational database.
- Experience in planning and prioritising work to meet demanding deadlines.
- Experience in conducting prospect research.

Desirable Criteria

- Experience of managing or using Blackbaud's Raiser's Edge database.
- Knowledge and experience of the Higher Education sector.

SKILLS:

Essential Criteria

- Microsoft Office suite to advanced level, particularly Excel.
- Meticulous attention to detail.
- Able to exercise discretion in dealing with confidential or sensitive matters.
- Proactive and able to work on own initiative and with limited supervision.
- Strong investigative, research, and analytical skills.
- Excellent oral and written communication skills and ability to deliver training and information clearly and accurately, to a variety of stakeholders.
- A good understanding of current data and privacy regulation best practice.

Desirable Criteria

- Knowledge of donors' and charitable giving trends in higher education.

QUALIFICATIONS:

Essential Criteria

- A-Level or equivalent experience.

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Able to think ahead and anticipate needs before they arise.
- Proactive approach to relationship development with colleagues.

Desirable Criteria

- N/A