

### **Job Description**

<b>Job Title:</b>	Development Operations Manager	<b>Grade:</b> D
<b>Department:</b>	Development	<b>Salary:</b> £41,300
<b>Line Manager:</b>	Director of Development	

*The job description is an operational document that does not form part of the contract of employment.*

*It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.*

*St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.*

### **Purpose of the Job**

The Development Operations Manager will work closely with the Director of Development to develop a mid-high level prospective donor, stewardship and legacy strategy and programme, in addition to reporting, to help build lasting partnerships. The role will also assess and research prospect donors, create prospect donor pipelines and develop a ten year legacy pipeline. Other responsibilities include managing mid-high level donors, ensuring all fundraising complies with relevant charitable legislation by developing the appropriate fundraising compliance systems to ensure correct fundraising protocols and risk management measures are in place and line management of the Friends Membership Programme.

### **Main Duties**

#### **Pipeline Management**

- Work with the Director of Development to develop a mid-high level prospective donor and legacy strategy, to ensure there are sufficient pipelines to meet the fundraising strands target income.

- Support the Director of Development on the assessment of donor types, and ensure there is sufficient and accurate research made available to the team for each prospective donor.

### **Stewardship Strategy**

- Support the Director of Development in the development of a mid–high net stewardship strategy, to ensure there is a consistent approach to recognising donors which is appropriate to their level of engagement and support.
- Undertake relevant client care for a mid (£5k+) to high level donors.
- Support the Director of Development in building and developing a mid-high net donor portfolio.

### **Legacy**

- Utilise specialist knowledge in legacy to develop a ten-year legacy pipeline for the Cathedral.
- Use required knowledge of probate law and charity legacy administration to effectively manage legacies left to the Cathedral.
- Manage the development of a legacy marketing campaign and create an official legacy programme for St Paul's Cathedral.
- Ensure there is clear strategy in place for the development of an effective supporter journey, from low level giving through to legacy.

### **Management of Development Compliance Matters:**

- Act as the main point of contact for all fundraising and compliance matters (including policies, risk management, due diligence, ethical giving, etc).
- Support and advise the Director of Development, the Development department and wider St Paul's community on fundraising-related compliance matters.
- Establish copyright for 'The Dome' document and ensure it is shared with the wider St Paul's community.

### **Friends Membership Programme**

- Direct and support with the day to day running of the Friends membership programme; including the organisation of Friends events, membership administrative procedures (including Gift Aid), Friends marketing and communications campaigns, Friends newsletter and Friends website.
- Implement and manage the digital transformation of the Friends membership programme.
- Be responsible for reporting on Friends activities at the quarterly Friends Council meetings and the annual AGM.

## **Person Specification**

### **Essential:**

- Demonstrable experience and knowledge in fundraising, effective stewardship, legacy giving, fundraising compliance and membership development.
- Proven strategy development experience.
- Demonstrable prospect research experience.
- Certificate in Charity Legacy Administration (CiCLA)
- Effective and clear written and verbal communication skills - you will be articulate and persuasive with the ability to develop and maintain relationships with wide ranging audiences, both internal and external.
- Demonstrable project management (ideally within complex organisations) and marketing skills.
- IT literate with experience of managing membership systems and relationship management databases.
- Experience of implementing improvements relating to the collection and processing of data.
- Experience of writing user guides or instructions, with the ability to translate technical information clearly and effectively for non-technical audiences.
- High level analytical, numeracy and problem solving skills with excellent attention to detail.
- Line management experience.
- Experience of developing and managing events.
- Experience of budget and KPI setting and monitoring.
- Knowledge of Gift Aid.
- Goal orientated and motivated, working well independently and as part of a fast paced team.
- Ability to innovate and respond quickly to changing priorities and perform under pressure.

### **Desirable:**

- Experience of Raiser's Edge relationship management database.

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.