Candidate Information

Position: Research Manager (Philanthropy & Engagement)
School/Department: Development and Alumni Relations Office
Reference: 22/110390
Closing Date: Monday 28 November 2022
Salary: £43,414 - £53,353 per annum
Anticipated Interview Date: Monday 12 December 2022

Job Purpose

The postholder will play an integral role in supporting DARO's contribution to Queen's Strategy 2030. The Research Manager will be responsible for developing and implementing a new strategic approach to all aspects of research that drives our ambitious philanthropy and engagement goals, as well as playing a leadership role in managing a new and growing Insight function in the department.

The post-holder will work at senior level to develop and set the strategic direction for a number of key programmes of research and insight that will drive and support DARO to successfully deliver the ambitious plans for growth in our new philanthropy and engagement strategy. The post holder will manage a small team and will also deliver against core plans. The role will also lead and manage engagements with any external agencies and will oversee DARO research and insights budget. The post holder will develop the function into an industry-leading and innovative Research and Insight function.

Major Duties

Strategic Leadership and Planning

1. Develop, implement and deliver a proactive and expansive Research and Insight strategy for DARO in order to successfully achieve and deliver ambitious objectives relating to philanthropy and alumni engagement in line with Strategy 2030. Develop specific sub strategies for each programme within: Philanthropy-Prospect Research, Alumni Engagement, Strategic Engagement, Prospect Management, Data Insights, Due Diligence.
2. In conjunction with the DARO Leadership and Management team and other relevant Queen's staff and external stakeholders, develop and implement detailed plans with clear milestones and deliverables. Regularly reporting progress against targets, budget, milestones demonstrating how the Research and Insight strategy is being effectively delivered within the agreed budget in support of the strategic objectives of the University.
3. Working collaboratively with the Philanthropy team, analyse, identify and share the philanthropic potential for new fundraising propositions and giving opportunities, so that the teams are set up for success in delivering Major and Lead Gifts.
4. Proactively contribute to the development and delivery of the Directorate strategy and operational management as a member of the DARO senior team. Generate original ideas and innovative solutions as appropriate.

Prospect Research (Philanthropy and Engagement)

1. Lead and co-ordinate DARO research to support ambitious Philanthropic and Engagement goals. Deliver a pipeline of prospects to support the work of the Philanthropy team and deliver research to support the Engagement teams in their work on a number of evolving cross University, strategically important projects.
2. Oversee the delivery of high quality and accurate research outputs in response to research requests from senior managers (including the Vice- Chancellor) across the University for specific strategic needs in line with DARO objectives.

Prospect Management

1. To provide specialist and professional expertise on prospect management and the database prospect module to philanthropy and engagement teams and researchers and other colleagues.

2. 8. Lead the review and implementation of the pipeline strategy for each active fundraising and engagement priority, in conjunction with the corresponding Project Lead. Lead quarterly pipeline reviews with each frontline fundraiser to ensure an accurate picture of the pipeline opportunity throughout the year. Implement and oversee the 'moves management' process and provide high-level portfolio management to ensure that prospects are moving through the pipeline.

3. Chair Major and Principal Gift meetings and prepare reports which will inform decision making. Oversee Major Gift prospect allocations, balancing a variety of factors in making a judgement.

Insight

1. Compile and analyse complex management information to identify department and programme performance trends and any performance gaps. Provide recommendations to Leadership Team to influence appropriate performance changes/improvements.

2. Identify opportunities for new Insight projects that could enhance forward planning.

Team and project management

1. Manage and oversee the DARO Research and Insight team in delivery of DARO Research strategy. Ensure all research work produced is high quality, accurate and meets deadlines. Lead, plan and oversee the delivery and quality control for due diligence outputs by the research team. Drive continuous improvement in the quality of DARO research outputs.

2. Participate in or lead project teams, committees and working groups as directed by members of the DARO Leadership Team. This includes working with leadership level volunteers such as the Foundation Board or relevant University working committees/working groups/cross functional groups as required, representing DARO at a Senior level.

Other

1. Ensure all DARO Research practices are GDPR compliant and produce Data Protection Impact Assessments/Legitimate Interests Assessments as necessary when new or revised practices are being considered. Stay abreast of data protection legislation and update practices accordingly.

2. Develop new and enhance existing research policies and practices, working with the Data Manager to inform training needs/new practices and in planning for future research needs from CRM.

3. Lead the annual budgeting process for the Research and Insight programme and monitor financial performance. Provide written briefings for external research agencies to ensure cost-effective delivery of projects. Complete EU Tender documentation and other RFPs as required.

4. Undertake other duties as required by the Vice-Chancellors Office, Director of Development and Alumni Relations, Development Services Manager and DARO Leadership team.

Essential Criteria

1. Minimum of a Degree (or equivalent) OR; Substantial recent relevant experience of successful prospect research and management within academia or not-for-profit sector.

2. A minimum of 4 years recent relevant experience (within the last 7 years) of successful prospect research and management within academia or not-for-profit sector. To include:

• A proven track record in the development and implementation of prospect research related strategies and plans to achieve objectives.

• Experience of delivery of research to support philanthropy and engagement goals with successful outcomes

• Proven experience of leading and managing a team of prospect research professionals including setting objectives and monitoring progress to deliver results.

• Experience of briefing internal and external stakeholders on outcomes of research projects

• Experience of leading, organizing and planning a broad range of multiple complex and long-term activities.

3. Demonstrable good understanding and personal commitment to the concept and value of philanthropy, and stakeholder engagement particularly in an educational context.

4. Relevant experience and demonstrable understanding of the importance of data analysis and pipeline management to facilitate a sustained philanthropic income stream.

5. Well-developed planning and organisational capabilities with ability to manage multiple deadlines.

6. Strategic thinker with an ability to identify new opportunities for developing the fundraising and engagement programmes.

7. Demonstrable understanding of research methodology.

8. Excellent communication skills both written and verbal.

9. Excellent interpersonal skills - demonstrable ability to use influencing skills with both internal and external colleagues.

10. Demonstrable ability to work independently with a high level of self-motivation as well as part of a team.

11. Ability to remain calm under differing pressures and provide good sense of judgement to manage competing priorities and demanding stakeholders and consistently deliver projects on time, on budget and to high quality.

12. Proven ability to think strategically and to successfully manage multiple competing priorities; comfort in dealing with ambiguity and applying lateral thinking to challenges and opportunities.

13. Honesty, integrity, high standards and an ability to exercise a high level of tact and discretion.

14. Relevant experience and highly proficient using a relational database i.e. Raiser's Edge or other similar software for both inputting and analysis of data.

15. Experience of developing Data Protection compliant prospect research techniques.

16. Strong analytical and problem-solving skills with the ability to apply knowledge creatively in new contexts.

17. Excellent attention to detail and accuracy.

18. Willingness to work flexibly as required to meet the requirements of the role.

Desirable Criteria

1. Demonstrable knowledge of the role of philanthropy in supporting Higher Education.

2. A high level of computer literacy and comfort in using CRMs and MS Office (or similar).

3. Information management skills, experience of desk research and knowledge of research resources (Experian, iWave, Wealth Engine etc).

4. Experience of using The Raiser's Edge/NXT CRM system.

5. Knowledge of HE fundraising practices and processes.