

Candidate Information

Position:	Research Manager (Philanthropy and Engagement) (Maternity Cover)
School/Department:	Development and Alumni Relations Office
Reference:	23/110856
Closing Date:	Wednesday 17 May 2023
Salary:	£44,414 - £54,421 per annum
Anticipated Interview Date:	Thursday 1 June 2023
Duration:	Available until June 2024

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 the research team to drive support for Queen's through Alumni Engagement and Philanthropy. The Research Manager will be responsible for driving the role that data plays in the work of DARO to drive our ambitious philanthropy and alumni engagement goals. This is a key 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 alumni 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):

5. 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.
6. 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:

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

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.
9. 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:

10. 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.
11. Identify and implement opportunities for new Insight projects that could enhance forward planning.

Team and project management:

12. 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.
13. 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:

14. 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.
15. 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.
16. 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.
17. 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) and a minimum of 4 years recent relevant experience (within the last 7 years) OR substantial recent relevant experience of successful market research management or prospect research management within higher education, marketing or the not-for-profit sector. To include:
 - A proven track record in the development and implementation of research related strategies and plans to achieve objectives.
 - Proven experience of leading and managing a team of research professionals including setting objectives and monitoring progress to deliver results.
2. Experience of data analysis and optimisation to monitor and enhance productivity against goals.
3. Demonstrable understanding of research methodology.
4. Demonstrable understanding of Data Protection compliant prospect research techniques.
5. Well-developed planning and organisational capabilities with ability to manage multiple deadlines.
6. Excellent communication (both written and verbal) and interpersonal skills – demonstrating an ability to use influencing skills with both internal and external colleagues.
7. Demonstrable ability to work independently with a high level of self-motivation as well as part of a team.
8. Ability to provide good sense of judgement to manage competing priorities, demanding stakeholders and consistently deliver projects on time, on budget and to high quality.
9. Proven ability to think strategically; comfort in dealing with ambiguity and applying lateral thinking to challenges and opportunities.
10. Honesty, integrity, high standards and an ability to exercise a high level of tact and discretion.
11. Strong analytical and problem solving skills with the ability to apply knowledge creatively in new contexts.
12. Excellent attention to detail and accuracy.
13. 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. Demonstrable experience of the role of philanthropy in supporting Higher Education.
3. Experience of using The Raiser's Edge/NXT CRM system. (Inputting and analysis of data).
4. Experience of delivery of research to support philanthropy and engagement goals with successful outcomes.
5. Experience of developing Data Protection compliant prospect research techniques.
6. Demonstrable experience of data analysis to monitor and improve progress against organisational goals.
7. A high level of computer literacy and comfort in using CRMs and MS Office (or similar).
8. Information management skills, experience of desk research and knowledge of research resources (Experian, iWave, Wealth Engine etc).
9. Knowledge of HE fundraising practices and processes.
10. Demonstrable good understanding and personal commitment to the concept and value of philanthropy, and stakeholder engagement particularly in an educational context.
11. Demonstrable experience and understanding of the importance of data analysis and pipeline management to facilitate a sustained philanthropic income stream.
12. Strategic thinker with an ability to identify new opportunities for developing the fundraising and engagement programmes.