

Candidate Information

Position:	Development Manager - Donor Relations
School/Department:	Development and Alumni Relations Office
Reference:	23/111353
Closing Date:	Friday 3 November 2023
Salary:	£37,841 - £45,148 per annum
Anticipated Interview Date:	Tuesday 21 November 2023
Duration:	Permanent

JOB PURPOSE:

Responsible for delivering effective gift management, donor relations and stewardship for all donors to The Queen's University of Belfast Foundation and Friends of The Queen's University of Belfast, Inc. Ensuring appropriate systems are in place to ensure that donors receive appropriate recognition tailored to their level of giving and that donated funds are spent in accordance with the donors' wishes and to maximise opportunities for securing continued support, interest and participation.

MAJOR DUTIES:

1. Manage and deliver an integrated stewardship strategy to include a donor recognition programme; a communications programme and the delivery of bespoke stewardship as required.
2. Work with Assistant Director – Philanthropy and Senior Fundraisers to co-design stewardship engagement plans for Principal and Major Gift donors, and new strategic fundraising projects, ensuring timely delivery of gifts against agreements as well as high quality donor impact reporting and delivery of high-quality stewardship engagement plan for each project.
3. Be responsible for effective budgetary management of Donor relations activity, ensuring appropriate financial reporting of spend to the Senior Management team as appropriate. Advising possible issues as appropriate.
4. Work with the Assistant Director – Philanthropy and Senior Fundraisers to devise a tailored donor stewardship matrix which includes the development of communications and engagement programme for all donors.
5. Responsible for co-ordinating the delivery, recognition, and reporting requirements of sponsorship and or philanthropic agreements with the growing number of corporate partners.
6. Use knowledge and expertise, working with the Trusts & Foundations team in the delivery, recognition and reporting requirements associated with philanthropic grants. Identify gaps in information and provide solutions/ recommendations as required.
7. Work with Assistant Director – Philanthropy and Director to co-design a new strategy to steward large philanthropic gifts that originate elsewhere in the University ensuring appropriate stewardship according to donor and gift requirements. Implement strategy when appropriate.
8. Manage the work of wider departmental staff on stewardship related tasks as appropriate. Provide line management cover for Gift processor and associated monthly financial reporting as required, ensuring efficient gift processing function which ensures donor intent and compliance and provides the data which drives the fundraising and stewardship decision-making.
9. Oversee donor recognition publications including on-line donor roll of honour and donor reports. Draft stewardship copy for other corporate publications and the website.
10. Manage donor recognition to ensure supporters receive relevant recognition through publications, in-memorial gifts, naming opportunities, book plates and plaques. Administer Donor Gift Clubs and ensure all associated stewardship is delivered.
11. To provide recommendations/ specialist advice feeding into the Directorate communications calendar to keep donors informed of activities as well as identifying future areas of need. To Communicate effectively to donors and external constituencies on the impact of their gifts.
12. To draft personal bespoke gift acknowledgement letters for signature by Director of Development & Alumni Relations, Vice-Chancellor, Foundation Board Members, fundraising personnel, Heads of School and other senior staff within the University; and to ensure thank-you communications including letters are issued within best practice timeframes.

13. Ensure all relevant information on gifts, donor recognition and stewardship is properly recorded on the Raiser's Edge NXT CRM to enable accurate reporting and statistics. Export and check donor lists used in donor roll of honour, Donor News mailings and event invitations. Use initiative and expertise in applying quality checks, present reports/ results/ analysis of information and put forward recommendations as appropriate to facilitate the interpretation of specific issues and to support decision making.
14. Establish/ design an annual calendar of gift administration activities (e.g., prize giving's, awarding of medals, generation of annual reporting documentation) and related stewardship for all donors. Use expertise to proactively identify opportunities to remove administration of gifts from fundraisers around the execution of donor intent and undertake to deliver against those requirements.
15. Work with the Legacy Manager and determine and deliver any stewardship requirements relating to a legator's family or next of kin.
16. Undertake any other duties that might arise within the remit of the post.

ESSENTIAL CRITERIA:

1. A degree* or equivalent qualification OR substantial recent relevant experience in Development and Alumni Relations in the Higher Education sector, or in Donor Relations or equivalent in the Charity or other relevant Sector.
2. Significant recent relevant experience in Development and Alumni Relations in the Higher Education sector, or in Donor Relations or equivalent in the Charity or other relevant Sector.
3. Demonstrable ability to create strategy/plans for own area of work and monitoring progress against these; demonstrating logical analytical ability.
4. Experience of stewarding patrons, donors and trustees.
5. Successful track record of developing and running programmes.
6. Recent relevant event management experience.
7. Demonstrable ability to run / interpret reports. Can effectively demonstrate use of spreadsheets and ability working comfortably with financial reports within Excel.
8. Demonstrable ability to identify appropriate sources of information and use influence to ensure delivery of activities or reports.
9. Project Management experience. Demonstrable ability to work on multiple projects and maintain a systematic and methodical approach.
10. Demonstrable knowledge of financial terminology and awareness of budgetary management and reporting.
11. Excellent ICT skills including word processing, databases, spreadsheets, and presentations.
12. Good attention to detail.
13. Demonstrable ability to work with independence and within the context of a team environment and a network of relationships.
14. Excellent written/oral communication skills; Experience of producing publications, drafting and editing copy.
15. Superior interpersonal skills; confident and courteous.
16. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. Recent relevant experience of working on fundraising campaigns including managing a gift processing function.
2. Recent relevant experience of accepting donations from overseas and familiarity with IRS and Canadian Revenue requirements.
3. Proven track record of meeting annual targets.
4. Demonstrable experience of budget management and reporting for Donor Relations or Engagement activity
5. Demonstrable knowledge of the Raiser's Edge, NXT CRM or other contact management database e.g., Salesforce.
6. Demonstrable knowledge in Higher Education and Philanthropy.