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**UCS**  
HAMPSTEAD



## **JOB DESCRIPTION**

University College School is one of the top independent schools in the UK. Operating as three linked schools at separate sites in Hampstead, it educates 1,100 students from age 3 to 18. UCS was founded to be unique and we remain so today, secure on the two pillars of, one, liberal academic scholarship and, two, being a community of individuals. We are particularly proud of our outstanding reputation for pastoral care which results in a happy and well-balanced environment for pupils and staff alike.

### **A JOB DETAILS**

Job Title: Development Operations Manager

Location: Frognal, Hampstead

### **B JOB PURPOSE**

The development office is working towards a major campaign in support of the school's bursary provision, and further improvement and development of the existing and new school sites, centred around the 200<sup>th</sup> anniversary of the school in 2030. Key to this is delivery of a range of fundraising approaches and alumni engagement. The successful candidate will need to be proactive, imaginative and adaptable.

The Development Operations Manager (DOM) works in the Development Office and reports to the Director of Development and Alumni Relations (DoDAR) or the Headmaster in their absence. Their work will underpin the engagement of our Old Gower, parent and supporter constituencies in both our fundraising and alumni relations work.

This position is responsible for management of our alumni and supporter database, the Raiser's Edge. The Development Operations Manager will lead on managing the database including complex imports, appeal segmentations, reporting and ensuring that data quality and integrity are preserved, and that all users receive the training and support they need.

This post is essential both internally and externally to ensure the smooth and effective operation of the Development and Alumni Relations Office. Their focus will be internal, with effective relationships essential with all members of DARO, with the Bursary team and the IT team in particular.

The DOM will lead all operations-based work, including but not limited to:

- Data management
- System management
- Prospect research
- Gift processing and management
- Reporting & Analysis

It is essential that the DOM is a team player able to initiate projects and ideas as well as take direction.

The DOM's hours of work will be from 9:00 am to 5:00 pm, Monday to Friday and based at the Senior School site in Hampstead. However, they will be required to work outside the usual workweek during events, special campaigns, etc. as necessary.

## **C KEY RESULT AREAS**

### *Data Management*

1. Lead on management of the database and all related processes, working with Raiser's Edge users to fully understand their areas of activity and ensure that appropriate support is provided
2. Responsible for the flow of data between systems and across technologies including data imports and system integrations.
3. Leads efforts in the identification of data gaps and areas for process improvement with a focus on collection, cleansing, maintenance and sourcing options such as outreach, process mapping and the standardization of data across systems.
4. Lead in production and quality controls including periodic data cleaning exercises.
5. Coordinate development, maintenance, training and communication of data access including confidentiality and security guidelines and policies.
6. Taking responsibility for Data Protection for DARO, ensuring that all database users are fully trained, maintaining compliant practices, and providing recommendations for improvements

### *System Management*

1. Managing the integration with other data systems, including the student data system (SIMS), payment processing systems and any other systems introduced over time.
2. Acting as top-level Raiser's Edge and Online Express administrator, allocating appropriate access rights to users and ensuring that the system remains secure

3. Working with Blackbaud to ensure that the hosting system continues to meet our requirements, and that software remains compliant and fit for purpose
4. Acting as first point of contact for technical and data related enquiries from all service providers

#### *Prospect Research*

1. Developing a pipeline of prospective donors at key levels within DARO; responsibility for proactively researching, identifying and profiling prospective and current significant donors
2. Managing the production of accurate and detailed prospect briefings, for DARO, the Headmaster highly influential external volunteers.
3. Taking ownership of the prospect tracking and management systems, working with the Headmaster and the Director of Development to ensure information is recorded and retrieved in the most efficient way possible on the Raiser's Edge database.
4. Responsibility for the School's due diligence process, including research, insight, analysis and presentation of key individuals.

#### *Gift Processing*

1. Ensure that all income received is entered onto the Raiser's Edge accurately and in a timely fashion, processing all donations and event booking payments and advising colleagues and donors with any queries about their donations/bookings.
2. Work with relevant third-party payment providers to ensure income is transferred and accounts fully reconciled. Lead on assessing service quality and considering alternative suppliers if needed.
3. Manage the process for pledged gifts; ensure that our pledge process is effective, instalment invoices are raised appropriately, report on due, overdue or skipped payments, payments are entered on the database, and write offs are agreed and implemented
4. Lead the Gift Aid process, running claims quarterly and ensuring their accuracy and adherence to HMRC's Gift Aid claim processes. Lead on approval of Gift Aid related copy and wording of declarations across all fundraising materials. Advise and train fundraisers on Gift Aid requirements.
5. Work closely with the Bursary team to ensure gifts are swiftly and accurately recorded on Raiser's Edge. Reconcile Raiser's Edge against School accounts monthly, liaising with the Bursary team to investigate any anomalies.
6. Ensure that regular reports are provided to DARO to enable prompt deployment of appropriate stewardship activity, including thanking communications.
7. Identify potential improvements to financial processes and procedures, clarifying colleagues' requirements and longer-term implications, and leading on implementation where appropriate.

#### *Other*

1. Actively follow all relevant UCS policies including 'Equal Opportunities,' Fire and Health & Safety regulation.
2. Attend support staff and academic staff meetings as and when required.

3. Undergo training as required and in-line with departmental objectives.
4. Regularly devise and assess Development and Alumni Relations Office processes to ensure the smooth running and effectiveness of the department with particular regard to Raiser's Edge.
5. Carry out any other duties within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the DoD or Headmaster.

#### Reporting & Analysis

1. Provide comprehensive and accurate data reporting, including industry benchmarking activity, office KPIs and provision of management information
2. Provide forecasting analysis of gift income and work with other members of the School to reconcile this against project and office objectives.

#### **D PERSON SPECIFICATION**

##### Essential:

1. Experience of managing a database, ideally Raiser's Edge.
2. Ability to create and implement data systems and procedures.
3. A good understanding of principles of data and database management
4. A good working knowledge of data protection and PECR legislation
5. Demonstrated knowledge of Microsoft Office applications (e.g. Excel, Word, Access, PowerPoint)
6. Ability to manage, manipulate and analyse large data sets, to run complex queries, segmentations and exports, and to create performance reports and analysis.
7. Exceptional levels of accuracy and attention to detail
8. Experience of data analysis, and problem-solving
9. Qualitative and quantitative research skills
10. High level of numeracy and strong aptitude for figures

#### **E TERMS**

1. The salary for the post will be £40,000 per annum pro-rata.
2. Benefits include a staff pension scheme.
3. Lunches are provided.
4. As the position involves working with children, an enhanced DBS check will be required.