## Job Title
Fundraising Operations Manager

## Department
Development

## Reports to
Director of Development

### Purpose of Role
To support the optimisation of Art Fund business processes and audience facing digital services in support of high net worth (HNW) fundraising (including NAP for companies) and stakeholder management by:

- working with development team to identify how our technical systems can support business processes better
- supporting briefing and testing for continuous improvements to Art Fund systems (e.g., CRM, CMS)
- providing guidance and training to users, especially in the development team
- developing or briefing reporting tools to enable fundraisers to undertake business analysis and planning
- taking the lead for development data including compliance, cleaning, imports and exports

### Key Accountabilities

#### Support continuous improvement across technical and digital services
Work with development colleagues to identify business processes which can benefit from improvements to our technical and digital services.

Where improvements can be delivered in house, undertake the optimisation or brief relevant colleagues.

Where improvements require involvement of our tech partners, support development colleagues in defining user stories and contribute to business cases and prioritisation by providing data and assessing the efficiency of current and planned processes.

Support testing processes for improvements by generating testing scenarios for user acceptance and regression testing, co-ordinating testing schedules with development colleagues and supporting training and roll out where necessary.

#### Contribute to our efficient, secure and compliant management of data
Support the Technical Team in developing and maintaining Art Fund data, acting as an expert in Art Fund’s HNW prospect and key stakeholder related data.

Participate in the development and delivery of data flows between systems to support business efficiency and analysis.

Troubleshoot HNW donor and stakeholder data related problems and define and recommend maintenance or modifications to data, processes and systems as required.

Ensure consistent processes for maintaining HNW and Stakeholder data on Art Fund systems.

Identify, plan and undertake data cleaning exercises in collaboration with the Technical Team.

Facilitate data import and export processes to support regular activity, such as NAP for companies recruitment, as well as one off activities such as philanthropy screening or campaign planning.
Monitor Data Protection and Fundraising Regulator guidance affecting the work of Art Fund especially in HNW donor and stakeholder relationships and share with/advise data owners and Compliance Group as appropriate.

**Define business processes, facilitate analysis and reporting and provide user support**

Drive a collective cross-departmental approach to HNW Donor and Stakeholder relationship management through business processes and systems that support them.

Support others in the daily use of the Art Fund systems for HNW donor and stakeholder management; ensure adherence to legal and Art Fund standards, support their training and maintain training materials and documentation.

Support, train and advise others in analysing results from HNW donor and stakeholder management, in monitoring business performance and identifying trends in data.

Create reporting tools and produce use cases for the Tech team to create reporting tools.

**Financial reconciliation and gift processing**

In collaboration with the Tech team and Finance team develop processes and workflows to support reconciliation of development income and pledged income with finance systems to support reporting and accounting processes.

Oversee processing on CRM and fulfilment through third party suppliers of the National Art Pass for Companies, liaising with corporate contacts in relation to the supply of data and fulfilment of member benefits, and with membership services on issues requiring direct customer service.

As necessary support donation and Art Partner subscription processing.

**Other Activities, Duties and Responsibilities**

- Contribute to wider forums for digital and tech development, including, when required, providing administrative support for the Digital Governance Group
- Support and attend Art Fund events, in particular Development-led events
- Work within the guidelines and policies as set out in the Art Fund staff handbook
- Assist Art Fund in embedding its equality and diversity values in to everyday practice, policies and procedures so that equality and diversity values become the norm for all
- Actively participate in the wider life of the Art Fund
- Undertake other duties as requested by the Art Fund from time to time

**Reporting Lines and Key Relationships**

This role is line managed by the Director of Development. The post-holder works closely with the whole of the development team, and also with the Technical team and the digital services function.
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<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<td><strong>Qualifications</strong></td>
<td>Educated to degree level or equivalent experience</td>
<td>Fundraising qualification</td>
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<tr>
<td><strong>Knowledge</strong></td>
<td>Excellent understanding of HNW fundraising processes and practice</td>
<td>Knowledge of Power BI or comparable reporting software</td>
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<td>Knowledge of Microsoft Dynamics</td>
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<td>Understanding of requirements for accurate systems to manage prospects, steward donors and monitor deadlines, and of how these underpin successful fundraising</td>
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<td>Knowledge of use of relationship management databases for high net worth fundraising and stakeholder management</td>
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<td>Sound understanding of the interaction between different systems within a tech stack supporting HNW fundraising and stakeholder management</td>
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<td>Sound understanding of the principles of data protection legislation with evidence of appropriate training</td>
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<td><strong>Skills/Abilities/Competencies</strong></td>
<td>Accuracy and attention to detail especially in relation to data</td>
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<td>Ability to interpret a brief to develop effective user stories and reports</td>
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<td>Analytical skills which can support business prioritisation and diagnosis of needs</td>
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<td>Excellent team player</td>
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<td><strong>Experience</strong></td>
<td>Experience of working in a fundraising, sales or business development team</td>
<td>Experience of working with external suppliers</td>
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<td>Experience of defining and implementing processes to bring about behavioural change in colleagues’ use of a system</td>
<td>Experience of working to an agile methodology across technical and digital projects</td>
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<td><strong>Personal Attributes</strong></td>
<td>Initiative and a willingness to propose solutions</td>
<td>An interest in the arts</td>
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