



Job Description

Job title:	Relationship Manager
Department:	Development
Outline:	Post is responsible for raising major gifts towards College priority projects. The post-holder will plan discovery, cultivation and solicitation activity for a prospect list of c. 150 existing and potential donors.
Reporting to:	Director of Development
Reporting to the post holder:	N/A
Working Hours:	37.5 per week
Salary and Salary Band:	£32,000-£35,000pa (College Band 4)

Role Summary

- Reporting directly to the Director of Development, the Relationship Manager works to build and enhance relationships with all constituents for the purpose of increasing financial support to Murray Edwards College.
- The Relationship Manager is responsible for identifying, cultivating, soliciting, and stewarding major gifts, i.e. gifts amounting to 5, 6 and 7 figure sums.
- The role works with prospective donors to determine their philanthropic interest related to the school's fundraising goals, via the College's new fundraising campaign 'Women Today, Women Tomorrow.
- Also responsible for planning and prioritising their workload to ensure financial targets are met.

Responsibilities

Analytical & thinking skills

Required to plan, organise and prioritise their work independently and with little supervision to ensure all targets and objectives are met.

Proven planning, organisational and prioritising capability.

Will be required to develop and coordinate plans for solicitation of prospects, utilising the wider alumnae relations and development programmes and team members, at times in coordination with stakeholders in the wider University.

Ability to disseminate complex information and strategic objectives to a variety of non-specialist audiences in order to convince them to support the College's Campaign

Regularly required to gather, analyse and interpret standard data/information using predetermined procedures/processes, reporting and presenting findings as appropriate e.g.: running reports from databases and extracting relevant data; producing statistics; carrying out database searches; researching data from various information sources; monitoring and reporting on expenditure/resource usage; investigating problems/faults/anomalies.

May also be involved in more complex/detailed investigations and analyses, where conclusions and recommendations will be sought e.g. analysis of complex statistics; highlighting and reporting



on fundraising income trends and patterns.

Communication skills

Excellent oral and written communication skills, with experience of communicating with a wide variety of audiences including key stakeholders, both internal and external.

Ability to be persuasive with keen negotiating skills.

High level of tact and diplomacy in dealing with confidential financial and personal information.

Experience of evaluating major gifts – ask levels appropriate to the donor and reporting to key stakeholders.

Will work closely with the other members of the Development team and teams across College to ensure appropriate coordination and communication.

Ability to disseminate complex information and strategic objectives to a variety of non-specialist audiences in order to convince them to support the College's Campaign.

Proven track record of building relationships and contacts to strengthen the affinity of constituents towards the organisation, with the result of generating fundraising income.

Will be required to attend committees/networks to share information and keep key stakeholders informed of major gift activity.

Required to communicate information, both orally and in writing, of a non-routine nature to staff, students and others which needs careful explanation and interpretation e.g. explaining or interpreting policies, systems, processes; dealing with matters of a sensitive nature which require higher levels of tact and diplomacy; formulating responses to complex staff/student enquiries; explaining technical/specialist information relating to the work being undertaken; drafting publicity material, letters, minutes; creating reports/presentations; contributing to handbooks and guidance manuals; writing office procedures etc.

First point of contact for alumnae in prospect portfolio and a representative at all times of the College when present at events.

Decision making skills

Make timely and considered independent and collaborative decisions that take into account their implications and impact on others.

A flexible problem solver, able to think on their feet in a variety of situations whilst interacting with key constituents and stake holders.

Required to plan, organise and prioritise their work independently and with little supervision to ensure all targets and objectives are met.

Initiative and independence

Determine the background, strategies and action steps needed to identify and develop major donors, and in consultation with the Director of Development and Deputy Director of Development,



action them.

Ability to work independently, and as a representative and advocate of the College at all times.

Independently manage a personal portfolio of approximately 120 alumni and non-alumni prospects and donors to ensure that timely steps are taken toward cultivation, solicitation, and closure.

Develop and implement prospect-specific strategies for cultivating and soliciting major and planned giving gift prospects for programs and projects as set forth by College Council.

Make assessment calls, cultivate, solicit, provide recognition, and steward appropriately leadership and major gifts, with an emphasis on gifts at the £5,000+ level (up to 5, 6 and 7 figure sums). Work with donors on multiple giving methods including current and deferred giving, non-cash gifts, and related tax implications.

Build relationships with donors and coordinate solicitations as appropriate with the President Director of Development, or other key volunteers.

Develop and maintain a thorough working knowledge of the College's educational and strategic programs in order to effectively articulate priorities and fundraising objectives to donors.

Prepare and submit goals that contain specific timelines, projected results, and outcomes.

Knowledge

Proven track record of building relationships and contacts to strengthen the affinity of constituents towards an institution, preferably in higher education, with the result of generating significant fundraising income.

Knowledge and awareness of fundraising systems, processes, policies and working practices, together with an appreciation of wider University and HE issues/systems which impact on the role/service.

An understanding of standards, regulations and legislation which relate to/impact on the role and team.

Knowledge of specific/specialised software packages/databases e.g. Raiser's Edge

Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

Problem Solving

Ability to work as a member of a team in a fast-paced environment, and be able to prioritise and manage multiple tasks effectively and efficiently, often with short deadlines.

Demonstrable initiative and creativity that enables the post-holder to create successful fundraising proposals and negotiate effectively at all levels, both internally and externally.

Ability to manage complex issues and involve the appropriate colleagues and individuals in resolving any related problems.



<i>Working environment</i>
While the role is based at College, significant travel is required in the UK and, on occasion, travel overseas may be necessary. The sensory/physical demands of the role are straightforward, typically involving the routine use of standard office equipment.
<i>Operational Impact</i>
Ability to act as an advocate and representative of the College, and to act with the College's best interests in mind at all times, especially when engaging with alumnae. Demonstrable awareness of the outward, public-facing nature of the role and an ability to use independent judgement to ensure that all activity relating to the role is both ethical and positive, and does not harm the College in any way.
<i>Resource Management (staff & financial)</i>
While the role has no line management responsibilities, the postholder must be able to work flexibly and nimbly as a member of a small dynamic team.

Person Specification

	Essential	Desirable
Qualifications	Educated to degree level demonstrating a high level of literacy and good numeracy.	
Skills, knowledge, experience	Please see detailed JD above.	
Personal attributes	Ability to demonstrate patience, stamina, tact, and diplomacy. Ability to work with minimum supervision. Ability to exercise complete discretion at all times. Ability to work alone and as part of a team.	