



Murray Edwards College

University of Cambridge

Job Description

Job title:	Head of Operations
Department:	Development
Location:	Murray Edwards College, Cambridge, CB3 0DF
Purpose of role:	To ensure the smooth and successful functioning of the Development office, leading on all aspects of fundraising operations, including gift administration, data analysis, prospect research and management reporting.
Line manager:	Director of Development
Line manages:	Gift Administration & Stewardship Officer
Financial responsibility:	
Salary and Salary Band:	Salary between £45-50k depending on suitability of skills for the role (Band 2/3)
Hours:	1 FTE - 37.5 hours per week
Working environment:	Office-based. Role may be eligible for hybrid working, please refer to the Hybrid Working Policy
DBS check required?	No

Overview of the role

The Head of Operations will have overall responsibility for the smooth and successful functioning of the development office, leading on all aspects of fundraising operations and building on existing processes, including gift administration, data analysis, prospect research and management reporting. The post-holder will also fully engage with the day-to-day co-ordination of operations and maintenance of relationships across the College communities and beyond and work with the Director of Development in delivering the College's development strategy, including the planning of any future fundraising campaign.

Additionally, the post-holder will be responsible for line-managing the Gift Administration & Stewardship Officer

The College

Murray Edwards is an outstanding, friendly community, with a pioneering history of promoting women's leadership and achievement. Founded in 1954 as the New Hall, the College is the newest of the women's colleges in Oxford and Cambridge and has carved out a distinctive reputation for attracting women from a broad spread of backgrounds. We celebrate alumnae who have gone on to shape the world in the arts and literature; in science and medicine; in politics and public affairs; and in news and the mass media. Students, alumnae and Fellows speak of an extraordinarily strong

attachment to the place and the people; our setting, among a world-class collection of women's art, does much to create a healthy and inspiring place to teach and research.

The College now stands at an important juncture. As we approach our 70th anniversary, we need to push frontiers in all aspects of our work. We'll invest in attracting students from all backgrounds, seeking out those who might not traditionally consider a Cambridge education. We'll transform support for students, notably for post-graduate study – which is now mandatory for success across many professions. We'll invest in this extraordinary site, enhancing buildings and facilities that have started to show their age. And we'll support our brilliant Fellowship and academic community by endowing core posts and investing in the pastoral and academic support we provide. The vision is to create the best setting in the world for women to learn.

Main duties and responsibilities:

- Alongside the Director of Development, provide holistic support for the development office, including the staff, the Raiser's Edge database and all internal office systems and processes.
- Develop and lead the strategic direction of fundraising operations using tools and best practices that will build on current platforms and processes. This will include reports and analysis of all categories of philanthropic revenue: direct mail, individual giving, major gifts, and corporate / trust / foundation gifts, gift administration and prospect research.
- Develop the role over time with respect to the major gift programme, to optimise prospect identification, research, cultivation, solicitation, and stewardship.
- Ensure efficient and streamlined processes are implemented, with particular regard to the efficient use of the Raiser's Edge Database across the development team.
- Improve data management processes in line with data protection and safeguarding requirements.
- Regularly set, measure and report against targets, KPIs and metrics, evaluate growth and impact of different elements of the development programme.
- Effective line-management, support, and leadership of the Gift Administration & Stewardship Officer.
- Ensure senior colleagues are briefed appropriately, including the President, Bursar, the Senior Tutor, and other Fellows.
- Attend events, dinners, and host College guests as appropriate.
- Provide guidance and support to staff involved in College fundraising activity, and continually help to engender a positive culture of philanthropy across the College.
- Prepare reports for any development committees or advisory / volunteer Boards that may be established by the incoming Director of Development.
- Maintain contact with the University of Cambridge Development and Alumni Relations Office to ensure a constructive and mutually beneficial working relationship.
- Working with the Director and the Head of Philanthropy to oversee relevant due diligence and ethical giving policies and procedures at the College, supporting any front-line fundraisers with advice and guidance.
- Any other duties that are within the scope, spirit, and purpose of the job, and as requested by the line manager.

Person Specification

- Experience in creating and delivering organisational and financial plans.
- Excellent interpersonal, line management, team building and team culture development skills.
- Good working knowledge of fundraising processes and financial reporting.
- Skilled in the use of fundraising databases, particularly the Raiser's Edge.
- Good knowledge of charity governance and compliance, including GDPR.
- A proactive and organised approach to work, unafraid to use initiative and implement improved processes.
- Aptitude in decision-making and problem-solving.
- Ability to communicate effectively at all levels of the organisation and externally.
- Ability to manage multiple priorities and tasks and keep up to date with different schedules and developments.
- Ability to collate, analyse and present data in reports.
- Ability to work independently and manage own workload.
- Understanding of the Collegiate University.