

Job Description

Role Title:	Philanthropy and Alumni Operations Manager
School / Dept:	Philanthropy, Alumni and Supporter Engagement
Directorate:	
Reference:	MPF4260
Grade:	Grade 7
Full or Part time:	Full Time
Hours:	1.0 FTE / 36.25
Reports to:	Senior Alumni Engagement Manager
Responsible for:	Philanthropy and Alumni Operations Officer, Philanthropy and Alumni Operations Administrator

Overview

The University of Salford is delivering its ambitious 2025-2030 *Innovating to Enrich Lives* strategy and is committed to enriching lives through world-changing education, research and engagement. The Philanthropy, Alumni and Supporter Engagement (PASE) Team plays a key role in enhancing the University's reputation and reach by directing time, talent and philanthropic funding into Salford while building lifelong relationships with alumni, donors and supporters.

The Philanthropy and Alumni Operations Manager is responsible for leading advancement services that support fundraising and alumni engagement activities. The role manages operational systems, data governance, reporting, compliance and process improvement, ensuring that the team has the information, infrastructure and support required to achieve its strategic objectives

Role Purpose

Lead the operational delivery of Philanthropy and Alumni services, managing alumni and supporter data, gift administration, reporting, compliance, systems development and managing a specialist operational team.

Principal Duties & Responsibilities

- Manage the day-to-day administration, maintenance, security, user access and overall optimisation of the Raiser's Edge NXT database and associated systems.
- Manage the collection, maintenance, enhancement and quality assurance of alumni, donor and prospect data to ensure accuracy, integrity and effective utilisation across all engagement and fundraising activities.
- Identify, develop and project manage large-scale data improvement initiatives to enhance database performance, data quality and operational efficiency.
- Develop and deliver training, guidance and operational support for staff using Raiser's Edge NXT and related advancement systems, promoting best practice and consistent data management.
- Oversee the import, export and processing of data to support fundraising, alumni engagement, surveys, communications and reporting requirements.
- Manage donation fund coding, gift recording, donor gift agreements and reconciliation processes to ensure philanthropic income is accurately documented, allocated and compliant with donor intentions and university policies.
- Investigate and resolve fund allocation, gift processing and reconciliation issues, providing recommendations and reporting to relevant governance groups.
- Coordinate prospect research, identification and analysis activities to support fundraising priorities, donor pipeline development and strategic engagement objectives.
- Provide comprehensive data analysis, business intelligence and reporting services, delivering insights, performance measures, trend analysis and benchmarking information to support decision-making and target setting.
- Support segmentation, targeting and engagement planning by identifying key alumni, donor and prospect groups and providing insight to inform communications, events and fundraising activity.
- Manage gift accounting and fundraising reporting processes in partnership with Finance colleagues, ensuring accurate income recording, Gift Aid administration, transparent reporting and timely disbursement of funds.
- Act as the principal operational lead for advancement systems, managing supplier relationships and supporting the implementation, development and maintenance of new technologies, communication channels and online donation processes.

- Collaborate across Finance, Philanthropy and Alumni Engagement teams to develop efficient, secure and compliant systems, processes and controls that support fundraising and supporter engagement activities.
- Coordinate governance, compliance and policy requirements relating to philanthropy and alumni operations, including supplier management, ethical gift acceptance processes, data sharing arrangements and data protection obligations.
- Provide guidance on relevant legislation, regulatory requirements and sector best practice, supporting policy implementation, monitoring compliance and managing changes arising from evolving legal and regulatory frameworks.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

At least five GCSEs with grades A to C in English, Maths and Science, or equivalent. (E)

An undergraduate/ postgraduate degree or equivalent qualification. (E)

Background and Experience

1. Experience of professional prospect identification and research. (D)
2. Experience of database management (preferably Raiser's Edge NXT). (E)
3. Experience of creating, implementing and leading a process driven operation and structure. (D)
4. Experience in analysing and interpreting complex data from multiple sources to make insightful and sound business decisions. (D)
5. Experience of working with a wide range of stakeholder, building successful relationships and credibility within those networks. (E)
6. A demonstrable record of excellent management of projects, people and resources. (E)

Knowledge

1. Relevant compliance legislation and codes of conduct, including but not limited to data protection, communications preferences regulations, and the Fundraising Code of Practice. (E)
2. The importance of the University as a worthwhile charitable cause. (E)
3. Statistical and analytical concepts ensuring analytical rigour. (E)

Skills and Competencies

1. Outstanding communication with a demonstrable ability to explain complex ideas in a simple way, excellent presentation skills and an expert attention to details. (E)
2. The ability to initiate and implement change. (E)
3. The ability to evaluate stakeholder requirements, prioritise projects effectively and work to timeframes and budgets. (E)
4. Personal credibility and ability to gain confidence and trust at all levels within the organisation. (E)
5. Commitment to line management and people development. (E)