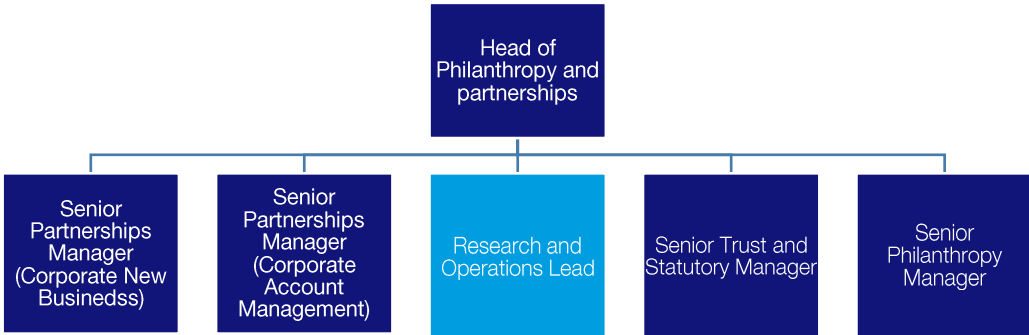
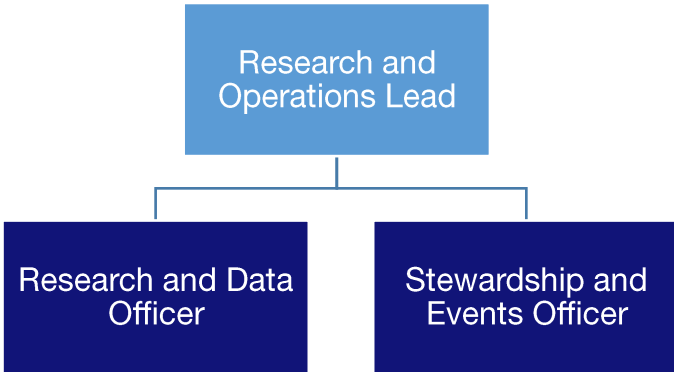


<p>Job Title Research and Operations Lead</p>	<p>Directorate and team This role sits in the Philanthropy and Partnership Team in the Engagement and Fundraising Directorate</p> <p>Department</p>  <pre> graph TD A[Head of Philanthropy and partnerships] --> B[Senior Partnerships Manager (Corporate New Business)] A --> C[Senior Partnerships Manager (Corporate Account Management)] A --> D[Research and Operations Lead] A --> E[Senior Trust and Statutory Manager] A --> F[Senior Philanthropy Manager] </pre> <p>Job and reporting Line</p>  <pre> graph TD G[Research and Operations Lead] --> H[Research and Data Officer] G --> I[Stewardship and Events Officer] </pre>	
<p>Key focus of the role You will lead on prospect research and pipeline management across the Philanthropy and Partnerships (P&P) team, with a clear strategy that focuses on sourcing prospective donors to fund key priority projects. You will be the overall stewardship lead for the team, overseeing and enabling excellent stewardship – including the creation of materials and delivery of events. You will lead on ensuring compliance with fundraising best practice and will introduce new processes to enhance our efficiency and impact as team. You will lead a function that offers critical expertise and resource to drive income growth, now and in the future</p>		
<p>Key deliverables</p> <ul style="list-style-type: none"> Design and implement innovative and data driven strategies for prospect research, moves management, partnership approval and pipeline development Develop and deliver an exceptional stewardship programme, encompassing donor comms, events and impact reporting Design and implement technical solutions in relation to IT, CRM functionality, data management and due diligence to optimise team activity and risk management, as well as overseeing team KPIs Evaluate and provide critical analysis of fundraising and prospecting activity to deliver actionable insight, process innovation and project management 		
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent 		<ul style="list-style-type: none"> Hours: 35 (full-time) Salary Range: Band 4
<p>Key working relationships internal Philanthropy and Partnerships team, wider Engagement and Fundraising Directorate, key delivery teams and heads of department across the organization, finance, data team, legal, IT, digital, business support, insight and analysis teams, information governance</p>		

Key working relationships external

Key senior volunteers, current and potential major donors, current and potential corporate partners, peers in the sector, agencies and consultants as required

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

Key activities – What you need to do

Improving Delivery	Setting & Delivering Strategy & Objectives	Managing and Developing Others	Making Change Happen
<p>1. Lead on the design and implementation of innovative and data driven strategies for prospect research, acquisition and donor development</p> <p>2. Design and implement bespoke technical solutions in relation to IT, CRM functionality, data management and due diligence to optimise team activity and ensure effective risk management, as well as oversee team KPIs.</p> <p>3. Track our asks as a team for agreed priority projects, and ensure projects are not over or underfunded by the team</p>	<p>4. Work closely with Business Development Manager and Senior Management Team to align prospect research to fundraising priority projects</p> <p>5. Use knowledge of prospecting and existing portfolios to influence priority projects and co-creation of new projects with internal and external stakeholders</p> <p>6. Develop strategies to access new (global) markets, and to recruit and steward senior volunteers, to enable the organisation and team to achieve strategic outcomes and goals</p>	<p>7. Manage the Stewardship and Events Officer; co-creating and signing off stewardship materials and overseeing spend on events and stewardship products.</p> <p>8. Manage the Research and Data Officer, signing off on relevant subscriptions and ensuring volume and quality of prospect pools is maintained</p> <p>9. Matrix managing colleagues where needed in relation to specific projects/areas that pertain to prospect research or delivery of shared team goals</p>	<p>10. Oversee the Partnership Approvals Process and all associated reporting, decision making, due-diligence and stakeholder consultation</p> <p>11. Evaluate and provide critical analysis of fundraising and prospecting activity to provide actionable insight, evaluations and recommendations to a range of audiences, including senior leaders</p> <p>12. Lead on implementing key organisational change projects as required</p> <p>13. Draw on specialist knowledge of data, GDPR and compliance to monitor and innovate our approach</p>

Skills, knowledge, experience and behaviours – How you need to do it

Communicating with Others	Improving Delivery	Collaborating with Colleagues	Making Change Happen
<ol style="list-style-type: none"> 1. Work across P&P to ensure that colleagues are aware of Research and Operations team plans and priorities, and how these will support them in their role 2. Network and build relationships with colleagues in key Directorates/Teams in order to achieve team and individual objectives 3. Ensure that when key updates and requests for information are made, that colleagues are clear on what is expected of them, when 4. Gather information and insight from P&P as required to feed in to wider organizational projects/initiatives 	<ol style="list-style-type: none"> 5. Ensure all fundraising teams have a suitable pipeline of prospects to achieve their fundraising targets 6. Work with team to maximise new business opportunities and return on investment 7. Oversee the delivery of sector-leading moves management, stewardship comms and stewardship events 8. Oversee budget setting and forecasting for Research and Operations, including when required budgets for recruitment, events, consultancy and training as a wider P&P team 	<ol style="list-style-type: none"> 9. Work closely with data, IT, info gov and compliance teams to ensure fundraising activity is compliant, and KPIs are monitored and reported on 10. Engage directly with key leaders of functional areas and groups responsible for delivering strategic goals 11. Work closely with other P&P leaders and relevant stakeholders to identify areas of innovation, develop and refine processes, and build capability and capacity 	<ol style="list-style-type: none"> 12. Implement agreed P&P change projects that feature in the Operational Roadmap, reviewing this roadmap on a quarterly basis 13. Deputise for the Head of Philanthropy and Partnerships as required 14. Network with colleagues in the sector and attend relevant training and specialist interest groups to ensure our approach is sector leading 15. Undertake scenario planning, together with the team, to “future proof” our fundraising activity and mitigate against internal and external risks

Qualifications – Qualifications you need to carry out this role
None