

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



**RESEARCH AND
OPERATIONS LEAD**

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Research and Operations Lead (Philanthropy & Partnerships)

Contract type: Permanent

Hours: 35 per week

Band: 4

Key relationships (internal and external):

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.

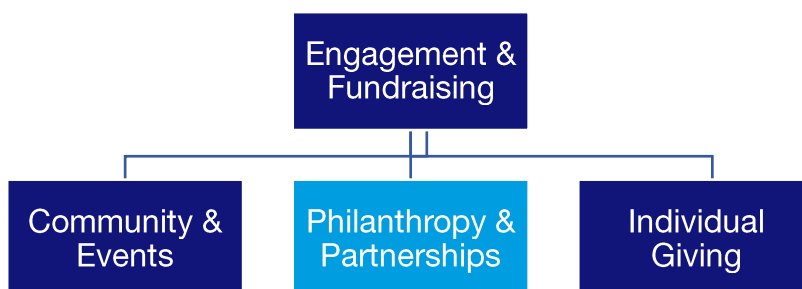
Key senior volunteers, current and potential major donors, corporate partners, peers in the sector, agencies and consultants as required

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

Directorate and team

This role sits in the [Philanthropy & Partnerships Team](#) in the [Engagement and Fundraising Directorate](#)



Main responsibilities

- Designing and implementing innovative and data driven strategies for prospect research, moves management, partnership approval and pipeline development
- Developing and delivering an exceptional stewardship programme, encompassing donor communications, events and impact reporting
- Designing and implementing 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
- Evaluating and providing critical analysis of fundraising and prospecting activity to deliver actionable insight, process innovation and project management
- Line management of a team; Stewardship and Events Officer - co-creating and signing off stewardship materials, overseeing spend on events and stewardship products and a Research and Data Officer - signing off on relevant subscriptions and ensuring volume and quality of prospect pools is maintained.
- Working with the Philanthropy and partnerships team to maximise new business opportunities and return on investment.
- Working closely with data, IT, info gov and compliance teams to ensure fundraising activity is compliant, and KPIs are monitored and reported on
- Overseeing the Partnership Approvals Process and all associated reporting, decision making, due-diligence and stakeholder consultation
- CRM data management, reporting and analysis to improve relationship management and decision making across the programme
- Ensuring all fundraising teams have a suitable pipeline of prospects to achieve their fundraising targets
- Attending relevant training and specialist interest groups to ensure our approach is sector leading

Person specification

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)

You will be able to:

- Work collaboratively across Philanthropy & Partnerships and more broadly to ensure that colleagues are aware of Research and Operations team plans and priorities, and how these will support them in their role
- Monitor and report on our asks as a team for agreed priority projects, and ensure projects are not over or underfunded by the team

- Matrix manage colleagues where needed in relation to specific projects/areas that pertain to prospect research or delivery of shared team goals
- Engage directly with key leaders of functional areas and groups responsible for delivering strategic goals
- Ensure that when key updates and requests for information are made, that colleagues are clear on what is expected of them, when
- Work closely with Proposals Manager and Senior Management Team to align prospect research to fundraising priority projects
- Gather information and insight from Philanthropy & Partnerships as required to feed in to wider organizational projects/initiatives
- Implement agreed Philanthropy & Partnerships change projects that feature in the Operational Roadmap, reviewing this roadmap on a quarterly basis
- Develop prospect research and lead generation strategies
- Map relationship networks
- Establish processes and systems to support effective big gift fundraising
- Manage CRM functionality and data analysis and reporting for the Philanthropy & Partnerships team to support improved decision making
- Work independently and use your own initiative
- Deputise for the Head of Philanthropy and Partnerships as required

You will have experience in:

- Leading on implementing key organisational change projects as required
- Networking and building relationships with colleagues in key Directorates/Teams in order to achieve team and individual objectives
- Undertaking scenario planning, together with the team, to “future proof” our fundraising activity and mitigate against internal and external risks
- Evaluating and providing critical analysis of fundraising and prospecting activity to provide actionable insight, evaluations and recommendations to a range of audiences, including senior leaders
- Working closely with other Philanthropy & Partnerships leaders and relevant stakeholders to identify areas of innovation, develop and refine processes, and build capability and capacity
- Leading on the design and implementation of innovative and data driven strategies for prospect research, acquisition and donor development
- Overseeing the delivery of sector-leading moves management, stewardship comms and stewardship events
- Developing 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
- Overseeing budget setting and forecasting for Research and Operations, including when required budgets for recruitment, events, consultancy and training as a wider team
- Line managing teams, setting objectives, KPI's and personal development plans.
- Experience of working in a charity fundraising environment

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

You will have skills in:

- Relationship building and networking with internal stakeholders and colleagues in the sector
- Managing and setting expenditure budgets
- Excellent interpersonal, written and oral communication skills, with the ability to convey complex information clearly and in a compelling manner
- Strategic planning and analytical problem solving skills
- Excellent organisational and time management skills, with the ability to manage a demanding workload in a complex environment
- Planning, developing and executing research operations

You will have knowledge of:

- Designing and implementing 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.
- Specialist knowledge of data, GDPR and compliance to monitor and innovate our approach
- CRM data management, processing, reporting and analysis
- High value fundraising programmes and building stewardship and cultivation plans to drive growth
- Fundraising legislation and regulations

The best person for this job will be (behaviours):

- Highly credible, with strong all-round communication skills
- Personable, resilient and analytical
- A team-worker who is good at problem solving and able to use your initiative
- Flexible and agile – you will enjoy working in a fast-paced, fluid working environment focused on growth and able to adapt to respond to internal and external changes

Qualifications/professional membership (if applicable):

None

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with the benefits we offer you.



Annual Leave

We want to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected Working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension, and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and Development

We help you to continually develop and achieve your careers goals, including offering a wide range of training, which happens throughout the year.



Gym membership

We have a gym membership discount through our cash healthcare provider. You can use this at a wide variety of gyms around the UK.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

