



University of
St Andrews

Development Head of Development Services and Deputy Director





University of
St Andrews

Introduction



“Our remarkable students and staff are the lifeblood of St Andrews. It is their energy, vision and momentum [we] aim to support, to free them to use knowledge, ideas, and potential for the benefit of all.” The Principal, Professor Sally Mapstone

Founded in 1413, the University of St Andrews is Scotland’s first university and one of the oldest in the English-speaking world. With more than 600 years of academic excellence, we are proud of our reputation as a world-class centre for learning, teaching, and research.

St Andrews is a close-knit, international community set in a beautiful historic town on Scotland’s east coast. Our students and staff come from over 140 countries, creating a diverse and globally minded environment. We strive to create an inclusive culture in which all can flourish, and the University has attained several diversity awards, including those related to race and gender equality, and support for carers, which demonstrate our commitment to this ambition. The University is consistently ranked among the UK’s top institutions for student satisfaction, research quality, and teaching excellence.

We are a research-intensive university where creativity, collaboration, and critical inquiry are at the heart of everything we do. Whether you are joining us in an academic, professional, or support role, you will be part of a team committed to delivering outstanding education and making a meaningful contribution to society.

For those looking to be part of a university with deep-rooted heritage, a global outlook, and a forward-thinking approach, we invite you to consider joining our community at the University of St Andrews.

Development

Development is responsible for the University's philanthropic fundraising and for building lifelong relationships with alumni, friends and supporters across the globe. Through inspiring engagement, investment and loyalty to St Andrews, Development helps strengthen the University's position as a world-leading centre for teaching, learning and research.

Development is led by Director Robert Fleming and supported by a Senior Management Team that includes the Head of Development Services and Deputy Director.

The University is currently delivering Making Waves: The Campaign for St Andrews, a £300 million fundraising campaign that supports transformative priorities including scholarships, world-leading research, capital developments and sustainability initiatives. Alongside campaign delivery, Development is focused on strengthening the University's long-term philanthropic capacity, broadening engagement with its global community of supporters, and building sustainable income for future generations.

Development comprises approximately 50 staff across five teams: Development Services, Alumni and Supporter Engagement, Campaign and Donor Relations, Major Gifts, and Major Gifts (US). Colleagues work across locations in St Andrews, Eden Campus and remotely. Based at Walter Bower House in Guardbridge, the Development Services team provides the operational infrastructure that underpins the University's fundraising and engagement activities, including gift administration, data management, analytics, compliance, and prospect research. The team also incorporates the Collective Giving function, which leads regular giving and participation-based fundraising programmes designed to build long-term supporter engagement and philanthropy.





Job Description

Reporting to:	Director of Development
Location:	Guardbridge
Job Family:	Managerial, Specialist and Administrative
Working Hours:	36.25 per week
Grade/Salary Range:	Grade 8 £59,967 - £67,469 per annum
Reference Number:	AD2928LS
Start Date:	01 March 2027 or as soon as possible thereafter
Interview Date:	15/16 December 2026
Duration of post:	Standard

Main Purpose of the Role

The Head of Development Services and Deputy Director is a senior leadership role within Development, responsible for leading the gift administration, database, prospect research and collective giving functions that underpin the University's fundraising success. The postholder provides strategic leadership for Development Services, ensuring robust governance, high-quality data, effective systems, operational excellence and business intelligence to support both Making Waves: The Campaign for St Andrews and the University's longer-term philanthropic ambitions.

Reporting to the Director of Development and serving as a member of the Development Senior Management Team, the postholder plays a key role in departmental leadership, planning, budgeting, governance and organisational development. The role deputises for the Director on operational and management matters and supports the effective running of the Development Office.

The postholder is accountable for the strategic leadership of Gift Operations, Database and Analytics, Prospect Research, Collective Giving, audit and compliance activities, ensuring that the systems, processes and services supporting fundraising are effective, scalable and aligned with institutional priorities. The role is responsible for maintaining high standards of data integrity, operational assurance, regulatory compliance and technology-enabled service delivery across Development.

A significant aspect of the role will be leading operational change, including the ongoing development of RE NXT, CRM enhancement, data governance and the adoption of AI-enabled ways of working. The postholder will help foster a culture of continuous improvement, innovation and evidence-based decision-making, ensuring Development Services provides the infrastructure, insight and support necessary to drive fundraising performance and long-term philanthropic growth.

Strategic responsibility for philanthropic reporting, KPI governance and fundraising performance assurance will initially remain with the Head of Philanthropic Reporting and Assurance, with responsibility transferring to Development Services over a planned transition period up to October 2028. The postholder will play a key role in supporting this transition and ensuring the successful integration of these functions into the future Development Services structure.



Key Responsibilities

Strategic Leadership and Operational Management

- Lead the Development Services function, including workforce planning and development, ensuring the team provides the operational infrastructure, data, systems, prospect management and analytical support required to deliver the University's fundraising objectives, including the Making Waves Campaign and future campaign activity.
- Develop and implement a Development Services strategy that supports fundraising growth, the successful delivery of the Making Waves £300m Campaign, and wider institutional priorities, fostering a culture of continuous improvement, innovation, service excellence and evidence-based decision-making.
- Maintain the Development risk register and business continuity framework, ensuring operational, compliance, technology, data and reputational risks are identified, monitored and mitigated.

Leadership Team and Deputy Responsibilities

- Serve as a member of the Development Senior Management Team, contributing to the strategic leadership, planning and development of the Unit.
- Deputise for the Director of Development on planning, budgeting, audit, governance, HR, business continuity, data ownership and operational matters.
- Represent the Director at University committees, working groups and governance bodies as required.
- Lead the coordination of the annual Unit Plan, supporting the development of business cases, investment proposals, organisational change initiatives and service improvement programmes that support fundraising, engagement and operational priorities.
- Oversee Unit budgeting, financial planning, forecasting and resource management processes.
- Act as the Unit lead on HR initiatives and workforce planning, working with the Senior Management Team to ensure effective performance management, reporting and organisational development frameworks are in place.
- Build strong relationships with Finance, Business Transformation, Information Services, Governance, Legal and other professional services functions to support delivery of shared objectives.
- Maintain awareness of sector developments, emerging technologies and best practice in advancement services, representing the University within relevant professional networks and communities where appropriate.



Key Responsibilities

Collective Giving

- Provide strategic leadership for Collective Giving programmes, including regular giving, participation initiatives and philanthropic engagement programmes.
- Ensure collective giving activity supports donor acquisition, retention, participation and long-term pipeline development, creating future major gift fundraising opportunities.
- Monitor performance, participation and income trends to identify opportunities for growth, innovation and increased philanthropic support, using data, insight and market intelligence to inform decision-making and future activity.
- Ensure Collective Giving activity is integrated with and contributes to the University's broader fundraising strategy.

Prospect Research and Fundraising Insight

- Lead the University's prospect research and prospect management functions.
- Ensure the effective identification, qualification and prioritisation of major, principal and campaign gift prospects, supporting both the Making Waves Campaign and the University's longer-term fundraising strategy.
- Oversee prospect management frameworks, pipeline analysis and portfolio management processes to maximise fundraising performance and support strategic fundraising priorities.
- Provide strategic insight, intelligence and analysis of fundraising portfolios, donor trends and pipeline performance to inform Making Waves Campaign delivery, resource allocation and future fundraising investment decisions.

Gift Operations, Audit and Compliance

- Provide strategic oversight of gift administration and donation processing, ensuring gifts and pledges are administered accurately, efficiently and in accordance with University policies and regulatory requirements.
- Lead compliance, governance and assurance activities relating to fundraising operations, gift acceptance, data management and reporting.
- Maintain robust operational controls, audit trails and business processes that support accountability, transparency and effective risk management.
- Act as the lead contact for internal and external audits affecting Development Services.
- Identify and mitigate operational, financial, compliance and reputational risks associated with fundraising operations.



Key Responsibilities

- Oversee gift acceptance, due diligence and risk assessment processes, ensuring philanthropic income complies with University policies, ethical standards and regulatory requirements.
- Ensure effective operational support, governance processes and data management arrangements for affiliated fundraising entities, foundations and international giving vehicles.
- Work closely with the Head of Philanthropic Reporting & Assurance to ensure alignment between fundraising operations, financial controls, gift administration, data governance, reporting methodologies and institutional assurance frameworks during the transition period.

Database, Analytics and Data Governance

- Provide strategic leadership for Development systems, data architecture, information management and business intelligence.
- Act as the senior owner of Development data governance, information management, data quality and business rules, ensuring compliance with data protection legislation, effective data stewardship and robust governance frameworks across Development.
- Ensure the provision of accurate, timely and insightful management information, dashboards and analysis to support decision-making.
- Develop a data-driven culture that supports fundraising effectiveness, Making Waves Campaign performance, future campaign planning and strategic resource allocation.
- Work collaboratively with Information Services, Finance and other stakeholders to ensure alignment of data governance and institutional reporting requirements.

RE NXT, Digital Transformation and AI

- Lead the embedding of data-driven and AI-enabled working practices across Development, ensuring new technologies enhance fundraising and engagement performance, operational efficiency, decision-making, prospect identification, reporting and supporter participation.
- Act as the Development lead for CRM and advancement technology strategy, ensuring RE NXT development aligns with fundraising, engagement, campaign and operational priorities.
- Ensure CRM capabilities are fully utilised to improve efficiency, user experience, reporting, donor pipeline management and operational effectiveness.



Key Responsibilities

- Work with the Development Database & Analytics Team and Business Transformation colleagues to identify opportunities to automate routine processes, improve data quality, enhance prospect identification and support decision-making through technology-enabled solutions.
- Lead change management, training and user adoption activities associated with RE NXT, AI tools and other technology platforms, ensuring colleagues have the skills and support required to maximise system capabilities and opportunities for innovation.
- Promote innovation and modern working practices while ensuring appropriate governance, security and ethical standards.

Philanthropic Reporting Transition and Future-State Development

- Work in partnership with the Head of Philanthropic Reporting & Assurance to support the implementation and embedding of the University's philanthropic reporting, assurance and KPI governance framework.
- Support the planned transition of strategic responsibility for philanthropic reporting, KPI governance, benchmarking and performance oversight into Development Services over the course of the transition programme.
- Develop the knowledge, capability and governance arrangements required for Development Services to assume long-term ownership of fundraising performance reporting, KPI management, benchmarking processes and associated institutional knowledge.
- Ensure effective transfer of reporting methodologies, KPI definitions, business rules, compliance requirements and assurance processes.



Person Specification

Attributes	Essential	Desirable	Means of Assessment (i.e. application form, interview, test, presentation etc.)
Education & Qualifications <i>(technical, professional, academic qualifications and training required)</i>	Degree qualified or equivalent professional experience.	Relevant professional qualification in management, fundraising, data, project or business management.	Application / Interview
Experience & Knowledge <i>(examples of specific experience and knowledge sought)</i>	Significant leadership experience in Development Services, fundraising operations or a comparable professional services environment. Experience leading teams, change programmes, strategic planning, budget management and operational delivery.	Experience in higher education advancement or the charitable sector. Experience of organisational transformation, CRM implementation or restructuring. Experience supporting international fundraising entities or affiliated foundations.	Application / Interview



Person Specification

Attributes	Essential	Desirable	Means of Assessment (i.e. application form, interview, test, presentation etc.)
Experience & Knowledge <i>(examples of specific experience and knowledge sought)</i>	Experience of fundraising operations, gift administration, compliance, audit, governance and risk management. Experience of data governance, business intelligence, CRM management and performance reporting. Strong understanding of data protection and regulatory compliance requirements.	Knowledge of CASE standards, benchmarking, and philanthropic reporting. Experience of RE NXT and AI-enabled service improvement.	Application / Interview



Person Specification

Attributes	Essential	Desirable	Means of Assessment (i.e. application form, interview, test, presentation etc.)
Competencies & Skills (e.g. effective communication skills, initiative, flexibility, leadership etc)	Ability to provide strategic leadership and develop high-performing teams. Ability to analyse complex information and translate findings into strategic recommendations. Excellent planning, project management, financial and organisational skills. Excellent communication, presentation and stakeholder management skills. Ability to influence across a complex organisation and drive innovation and continuous improvement.	Coaching and mentoring experience. Advanced business intelligence and analytical capability. Formal project management training Experience presenting to senior committees or boards.	Application / Interview



Person Specification

Attributes	Essential	Desirable	Means of Assessment (i.e. application form, interview, test, presentation etc.)
Competencies & Skills (e.g. <i>effective communication skills, initiative, flexibility, leadership etc</i>)	Strategic thinker with sound judgement and strong commitment to governance and service excellence. Resilient, adaptable and effective during organisational change. Collaborative leadership style with integrity, discretion and credibility.		Application / Interview
Other Attributes/Abilities (if applicable)	Commitment to continuous professional development Occasional travel and out-of-hours working	Active participation in professional networks.	Application / Interview



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Benefits

St Andrews offers more than just a place to work—it is a place to belong. We value collegiality, inclusion, and wellbeing, and we are committed to creating a workplace where staff can thrive and perform at their best.

In addition to the salary on offer for this position, there are a wide range of benefits for staff working at the University of St Andrews. The package for the Head of Development Services and Deputy Director includes:

- Financial contribution to relocation (subject to eligibility)
- Membership of the USS Pension Scheme with generous employer contributions of 14.5%
- A hybrid working environment, including partial homeworking where appropriate and a range of family friendly policies, supporting work-life balance
- Staff discount scheme for local and national goods and services
- Free staff parking, employee Carshare and Cycle to Work Schemes and subsidised local bus travel
- Subsidised sports membership, reduced tuition fees on degree programmes for staff, access to training and development opportunities including LinkedIn Learning, access to library facilities, salary sacrifice scheme
- 34 Days Annual Leave plus 5 Public Holidays.



How to Apply



We are committed to creating an accessible, fair and inclusive recruitment process for all candidates. If you require reasonable adjustments or accommodations during the application or interview process then please let us know and we will be happy to discuss support with you.

We encourage applicants to apply online at www.vacancies.st-andrews.ac.uk/welcome.aspx

If you have difficulties in completing the online application form, then please call +44 (0)1334 461990 or contact vacancies@st-andrews.ac.uk to discuss available support.

Applications should consist of

- CV
- Names and contacts of two referees

For all applications, please quote ref: AD2928LS

The University of St Andrews is a charity registered in Scotland (No SC013532).



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Equality, Diversity & Inclusion

At St Andrews, we see diversity as a strength and value the rich variety of backgrounds, identities and experiences of our staff, students and alumni. We are committed to making the University a beacon of inclusivity and creating an environment where everyone can flourish and realise their potential.

We will achieve this through an approach that empowers our whole community and involves a determined shift in culture. Inclusivity will inform all of our policies and practices. The Principal, Professor Sally Mapstone

Diverse is a core theme of the University Strategy, and alongside our People Strategy, outlines a number of actions we are taking to create an inclusive culture. Our objectives include raising awareness of diversity events, initiatives and support, strengthening support for staff networks, creating more opportunities for employees to engage in consultations and discussions, offering a diverse range of rewarding career pathways and ensuring a working environment which supports positive working practices and behaviours.

We commit to providing a high-quality staff experience which enables all our staff to contribute, thrive, and perform at their best. By joining us at the University of St Andrews, you are joining a community which values difference, being your authentic self, and where you can play an active role in ensuring an inclusive environment for all.





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St Andrews

A modern location surrounded with ancient history, St Andrews is a dynamic and friendly town found on the east coast of Scotland. Situated in the Kingdom of Fife, St Andrews has easy links to nearby commuter towns and transport links (including airports) to the nearby cities of Dundee (13 miles) and Edinburgh (c. 1 hour by train).

Beyond the lecture halls and labs, St Andrews is home to stunning, unspoilt beaches and fresh sea air. Take a peaceful stroll or an energising walk with friends along the iconic two-mile stretch of the West Sands. If you prefer the water, ride the waves at the East Sands or try sailing, sea kayaking and windsurfing. For breathtaking views, a walk to the end of the stone pier is an experience not to be missed.

St Andrews and the surrounding area is home to a wide range of restaurants and shops, while boasting an array of beautiful beaches. St Andrews is also the home of golf and there are seven local courses including the famous Old Course.

Fife is an area filled with history and culture. There are nearly 5,000 listed buildings and 50 conservation areas across the Kingdom, with some historic structures dating all the way back to the 12th century. St Andrews enjoys a microclimate and is typically much drier than western parts of the country.





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Further Information

This post will be primarily based at the Eden Campus at Guardbridge, a state-of-the-art working environment for professional services units.

Interviews will be held on 15/16 December 2026

In accordance with the new immigration rules, it is with regret that this role does not meet the current suitability requirements set by the UKVI to enable sponsorship of migrant workers.

The University encourages all interested candidates to apply, and all applications received are assessed against the essential and desirable criteria listed in the further particulars. The successful candidate will have to demonstrate their right to work in the UK prior to commencing employment and where required, obtain the right to work in the UK without relying on University sponsorship.

Information on other visa options is available at <https://www.gov.uk/check-uk-visa> or by contacting our HR Immigration Team on hrimmigration@st-andrews.ac.uk.

You are expected to uphold a duty of care towards colleagues, students, and communities, and to actively contribute to a safe, respectful, and inclusive environment. This includes responding appropriately to disclosures or reports of sexual misconduct, gender-based violence, bullying, harassment, or other concerns, in line with organisational policies, and signposting individuals to the appropriate departments





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