

Job Title:	Head of Fundraising Operations
Location:	Head Office, London SE1 (minimum 2 days a week: flexibility for homeworking)
Department:	Fundraising
Reporting to:	Director of Fundraising
Direct reports:	Fundraising Operations Manager, Fundraising Database Officer, Senior Fundraising Database Officer
Salary:	£46,000 - £50,000

Main Purpose of the role

The Head of Fundraising Operations is a key role at MDUK, responsible for leading a team focused on delivering an outstanding supporter experience by advising on, implementing and delivering best practice at all touch points. The role will maintain robust operational systems, ensure high quality data, and develop insights and reporting that informs strategic decisions and direction of travel.

In the role you'll work with great people from across all functions of the charity, bringing them together to generate income and engagement, growing a sustainable programme for a future dedicated to making every-day count for people living with muscle wasting conditions.

This is a pivotal role at the centre of the fundraising directorate and building ongoing relationships and dialogues with every team is vital to the success of the fundraising strategy.

Main Tasks and responsibilities

Developing supporter/donor experiences

- Inspire and support your fellow Heads of Fundraising to deliver new and evolving fundraising products and build a programme fit for the future. You will help to create, test and iterate new ways of giving to help deliver an exceptional fundraising portfolio.

- Connect with teams across the charity, bringing people together to generate income and engagement by partnering with teams to convert donors wherever most appropriate.
- Work proactively with all fundraising teams to develop and implement procedures around gift processing and the supporter experience, ensuring these are timely, accurate and tailored to supporters' wishes.
- To enhance the supporter experience by continually reviewing and evolving our procedures.
- Work with all fundraising teams to produce an agreed annual planning calendar to aid planning of Supporter Service resource.
- To plan for and chair bi-monthly 'stakeholders group' meetings between Fundraising Operations, Database and Finance teams, working through shared challenges and towards common goals.
- To take accountability for measuring and reporting on complaints; working with other teams to ensure they are managed to a high standard and measures are put in place to avoid future complaints.

Leadership and Management

- To facilitate a positive, proactive, energetic and inspired team.
- To manage, motivate and coach the Fundraising Operations team setting clear annual targets and objectives and managing performance against these.
- Supporting and developing relationships with volunteer fundraisers, suppliers and other organisations.
- To keep abreast of trends and to share knowledge, specialist expertise and best practice with others, as appropriate.
- To evaluate training received, sharing knowledge and best practice across the team.

Regulations and Legislations

- Maintain excellent awareness of changes in supporter care protocol and regulations, including Gift Aid, Data Protection and other relevant legislations and keep the Fundraising team and other key stakeholders up to date and that changes are incorporated as quickly as necessary.
- Ensure effective systems are in place to monitor compliance with regulatory and statutory requirements including Codes of Fundraising Practice, Data Protection and Gift Aid.

Donations Processing

- Ensure agreed monthly processing and thanking KPI's are achieved.
- Ensure all gift processing complies with necessary legal and industry regulations.
- Oversee the processing of daily gifts received in the post and on our bank statements by the Supporter Care team. To support with this processing during busy periods.
- Import weekly online platform payment reports.

- Ensure Gift Aid declarations from supporters are recorded accurately and quality checked in accordance with the charities procedures and HMRC requirements.
- Ensure gift processing is regularly quality checked in accordance with agreed procedures.
- Process and report on all gift adjustments in line with agreed procedures
- Ensure donations are restricted in line with our supporters' wishes.
- Work with the Finance and Special Events teams to plan the management of on-the-night income at events.
- To manage the charity's relationships with external suppliers.
- To manage the supporter refund process in line with audit procedures.
- Management of Family Fund restricted income and associated reporting

Legacy income

- Produce reports for the Directors on Legacy gifts and the Legacy pipeline within agreed procedures; and manage the accounting process for legacy pecuniary accruals, working closely with Finance.
- Working with the finance team and auditors to ensure legacy income is recognised in line with policy.
- Working cross team to ensure any restricted legacy income is administered as to the legator's wishes.
- Manage all legacy income administration

Financial Management and reporting

- Work closely with the finance department to ensure that monthly income reconciliation on the fundraising system reconciles with the finance system. Deal with any income queries across the fundraising team, support the audit process in terms of fundraising income information.
- Support the Fundraising Management Team to produce an annual budget and plan, to produce quarterly financial reforecasts and to comment monthly on expenditure variances.

Other:

- As senior manager within the charity to make a positive contribution to the team, participate in departmental meetings, and use the skills and abilities of all staff in the charity as and when appropriate.
- To play an active part in the development of the charity.
- Representing the charity at events and meetings as an ambassador for Muscular Dystrophy UK.
- To show initiative in maintaining a high level of sensitivity and tact when liaising directly with people affected by muscular dystrophy.
- To be passionate about the aims of the charity.
- To carry out other duties that are consistent with the skills, abilities and position of this job

Values and Behaviours

- A positive attitude and approach that reflect the charity's values.

- To seek opportunities to contribute to the development of the charity.
- A commitment to and an understanding of disability issues, equality, diversity and inclusion.
- To always demonstrate role model behaviour.

Person Specification

Experience	
Experience of operations and/or leading a supporter care function	Essential
Experience of a broad range of fundraising.	Desirable
Significant experience of working within a charity or not for profit organisation.	Essential
Experience of successful management, development and motivation of effective teams.	Essential
Direct line management experience	Essential
Knowledge & Skills	
Proficiency with strategy, budgeting and planning	Essential
Strong understanding of supporter data, operational processes and income reconciliation	Essential
In depth understanding of charity fundraising environment.	Essential
Knowledge of fundraising regulation and data protection legislation	Essential
Experience of legacy income administration management	Desirable
Experience of working with and managing a donor/supporter database	Essential
Personal qualities	
Strategic, analytical and detailed-focused approach	Essential
Exemplary relationship-management skills; diplomatic and sensitive to supporters.	Essential
Creative in developing new initiatives and problem solving.	Essential
Positive attitude to work; personable and inspiring.	Essential
Planning - The ability to develop and implement clear and robust plans for self and others to follow.	Essential
Leadership - The ability to set instructions whilst empowering others to accomplish tasks. Demonstrates flexibility by adopting a management style to the given situation.	Essential
Organisational skills - The ability to manage own time and tasks effectively. Taking an approach that is results orientated and systematic making you personally effective in managing own workload	Essential
Ownership and accountability - The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way to achieve.	Essential
Team work - Strong interpersonal skills and ability to build effective working relationships.	Essential
Communication - The ability to represent Muscular Dystrophy UK	Essential

effectively and professionally. Produces clear and effective communications appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines.	
Self-Development - The ability to constantly challenge and improve self and others demonstrating ambition for self and charity to achieve goals.	Essential
Volunteers and supporters - The ability to work effectively with volunteers and supporters to deliver business goals. Recognises the value and contribution of volunteers and supporters – empowers others through provision of support, coaching and training.	Essential
Details	
Hours: 35 per week (full time)	
Willingness to volunteer at weekend or evening events – toil will be provided	