



**ANTHONY
NOLAN**

Saving lives through stem cells

RECRUITMENT PACK

PERMANENT

FULL-TIME

DIVISION

Head of High Operations



We are Anthony Nolan

We're here to uncover the answers inside us. Answers for people with blood cancer and blood disorders. Answers that will not only improve lives today but save them tomorrow.

Every day, we match incredible individuals willing to donate their stem cells to people who desperately need a lifesaving transplant.

It all began in 1974 when Shirley Nolan's three-year-old son Anthony was in urgent need of a bone marrow transplant. She set up the world's first register to match donors with people in desperate need and with it, our charity. Today we are pioneers in transforming the lives of those needing stem cell transplants across the globe and we currently give four people a day another chance to live.

But we're not stopping there. We have always believed new ways to save and improve lives can, and must, be found.

Driven by patients, backed by stem cell donors, and powered by science, we won't stop until everyone who needs a transplant can find their lifesaving match and every patient who needs us can not only survive, but thrive.

As we build on our 50 years of experience and expertise to keep pushing the boundaries of what we can achieve for our patients, we hope you will join our incredible team as we embark on a journey to [unlock new ways to treat every patient](#).

Our vision

A future where every patient who needs us can survive and thrive.

Our purpose

Uniting people and science to unlock the cures, treatments and transplants that will transform the future for more patients.

Our aims

- **Survival:** To give every transplant patient the best chance – and quality – of life.
- **Equity:** To ensure all patients have the best access to, experience of and outcome from, treatment.
- **Progress:** To explore and embrace new cell therapies and make them available for patients more quickly

Our commitment to equity, diversity & inclusion

We celebrate diversity in all its richness, including ethnicity; race; socioeconomic background and status; gender; disability and exceptionalities; language; religion; culture; sexual orientation; neurodiversity, and geographical area.

We value the invisible and visible qualities that make you who you are and cultivate a culture where you feel a real sense of belonging and can bring your full self to work.

We welcome you as an individual who brings unique experiences and perspectives that will help us to realise our vision and purpose to unite people and science to unlock the cures, treatments, and transplants for more patients.

We strive to embed equity, diversity, and inclusion practices in every aspect of our daily work.

We are proud of the progress we have made, but know that meeting our commitment to equity, diversity and inclusion is an ongoing endeavour.

We respect the voice, experience and perspective of every member of our diverse community of supporters, partners and patients.

We commit to supporting and promoting equity, diversity and inclusion best practice for every member of the Anthony Nolan community.

Welcome from..

WELCOME FROM THE CHIEF OF FUNDRAISING

Thank you for your interest in this role, critical to the delivery of our mission and vision; a future where every patient who needs us can survive and thrive. In 2023, we launched our ambitious five-year strategy. At its core is the uniting of people and science to unlock cures, treatments, and transplants that will transform the future for more patients. The Fundraising division sits at the heart of that vision, delivering the partnerships and income that fund world leading science and services, and where we see the impact of our lifesaving work every day. As we celebrate our 50th anniversary, we have ambitious plans to build a best in sector team and deliver transformational partnerships which will enable us to do more for every patient that needs us.

The Head of High Value Operations is a key member of the fundraising senior management team.

This role will develop and deliver the high value fundraising operations strategy to ensure sector

leading business operations support across high value fundraising and supporter care, leading on

the effective delivery of prospect research, data and insight, case for support, and special events across high value fundraising functions. Managing and developing two new roles focused

on prospect research and development of cases for support, high value propositions, and reporting, alongside an established supporter care team, and a long standing special events function, the Head of Business Operations will bring these functions together into a cohesive team, providing the vital operational functions in support of the transformation of high value fundraising.

If you have the skills, experience, and qualities we are looking for and you are inspired by what we can achieve, we'd love to hear from you.

Nicky Read

Chief of Fundraising

Nicky.read@anthonymolan.org

Background

The Head of High Value Operations role is central to our bold fundraising ambitions. Establishing and leading a team of operations professionals encompassing research, data and insight, case for support, special events, and supporter care, the Head of High Value Operations will drive income growth by embedding best practice in fundraising operations, developing the processes and systems which support fundraising, and building strong networks across Anthony Nolan in support of fundraising. Reporting to the Chief of Fundraising, and part of the Fundraising

SLT, we're looking for someone who is a natural relationship builder, someone who understands the key components of an operations team in a fundraising context, and someone who is excited to build a team and programme from the ground up, using their skills and experience in this field.

Key responsibilities

These include but are not limited to:

- Creating a bold, innovative, and impactful High Value Operations strategy, aligned to the overall fundraising strategy, and the newly launched five-year organisational strategy
- Create, implement, and monitor team KPIs, SLAs, and objectives
- Coach, support, and challenge the High Value Operations team to deliver against key objectives
- Line manage and develop the senior prospect research manager, senior special events manager, supporter care manager, and case for support manager
- Oversee the development and delivery of a prospect research strategy, maximising cross organisational networks, data, and insight to grow high value pipelines
- Oversee the development of organisational cases for support, bespoke proposals, and reporting for high value supporter
- Play an active role as part of the Fundraising Senior Management Team
- Act as high value lead on data protection and GDPR policies
- Collaborate with the wider Philanthropy, Corporate, and Special Events teams and other colleagues to identify sustainable ways to deliver our current and future strategy
- Work closely with data teams to understand how to maximise internal data management systems in high value fundraising
- Develop and embed reports to track progress against high value KPIs
- To work closely with other Heads of Fundraising and colleagues in Divisions across the charity to ensure all opportunities are maximized and undertaken in the best interests of the charity.
- To undertake any other reasonable activity in line with the responsibilities of the post and requested by Chief and/or other senior Anthony Nolan management.

Essential attributes

- Practical management experience of prospect research, fundraising database management, or gift management
- Proven record of leading and motivating a team, ideally within a fundraising operations setting
- Experience of budget and financial management
- Demonstrable knowledge and understanding of regulatory and statutory matters relating to data governance and fundraising
- Demonstrable track record and ability to establish rapport and build

relationships with a wide range of audiences including those at senior level.

- Excellent attention to detail
- A thorough understanding of best practice in Trusts and Major Gifts fundraising.
- A good understanding of current trends in high value fundraising and Charity law and regulations as they affect this area of fundraising
- Excellent written and verbal communication skills
- Ability to work well under pressure and meet deadlines
- A solution focused outlook
- Knowledge of word processing, spreadsheets, database management and web-based technologies.

Terms of appointment**Salary:** £60,000**Contract:** Permanent**Location:** Hybrid, with head office in Hampstead London**Benefits:**

Financial	Wellbeing & Health	Family Friendly
✓ Enhanced Pension Scheme	✓ 27 days annual leave (plus bank holidays)	✓ Paid dependents leave
✓ Travel Insurance & Loan	✓ 24-hour Employee Assistance Hotline	✓ Enhanced Maternity, Paternity & Adoption pay
✓ Salary Sacrifice Car Scheme	✓ Medical Cash Plan	✓ Flexible start/finish times (role dependent)
✓ Life Assurance (4x annual salary)	✓ Cycle to Work scheme	
✓ 1000s of discounts!	✓ Gymflex	

And more! (full list of benefits available on website)

How to apply

Go to anthohnolan.teamtailor.com/jobs and click on the relevant job. You will be asked to fill in some details, add a covering letter and upload your CV.

We will contact you to let you know if you have been successful in being invited to interview or not.

If you have any queries, please email recruitment@anthohnolan.org

Anthony Nolan is a [Disability Confident Committed](#) and [Living Wage](#) accredited employer.