

DEVELOPMENT OPERATIONS MANAGER

Development

Grade 7, Full time (1FTE) or Part time (0.8FTE), Permanent

Job reference number: 402-24

Applicant Information Pack

Closing date

9am Friday 17 May 2024

Interview date

Wednesday 29 May 2024

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Job Description

Job title	Development Operations Manager
Department	Development
Grade	7
Hours of work	Full time (1FTE) or Part time (0.8FTE, 28 hours per week)
Contract type	Permanent
Responsible to	Head of Development Operations
Responsible for	Operations Assistant
Liaises with	Internal Director of Development, Development team, Director's Office, Finance Department, Faculty, IT Department, Marketing and Communications, RCM Box Office, Junior Department, RCM students. External Blackbaud, CASE, Donor Debit, Spektrix, similar higher education institutions and charities.
Job overview	Manage and develop the RCM's data strategy to enable the growth of our supporter base and income through donations and commercial hire. Manage an accurate and GDPR compliant CRM database (Raiser's Edge), prospect research, pipeline management, training and compliance for the Development team.

Key Responsibilities

The focus of the role is on data management, strategic planning, reporting, research of potential supporters and clients and regulatory compliance. These include:

Data management and strategic planning

- Manage the CRM database, Raiser's Edge NXT (RE), ensuring the effective and consistent use college-wide.
- Develop and implement a robust strategy and the accompanying processes and policies for managing commercial hire data effectively on RE.
- Be the 'resident expert' within Development for all aspects of information management, prospect research, gift processing, data protection and freedom of information.
- Line manage, supervise and support the work of the Operations Assistant.
- Maintain a strategic relationship with key external vendors (e.g. Blackbaud) and collaborate with colleagues in other similar institutions to ensure best practice.
- Oversee the collection, import, maintenance and analysis of data, identifying and implementing the most effective methods of recording and using data to support the Development team and commercial hire strategy.
- Implement and maintain robust and effective policies and processes for data management, ensuring compliance with relevant legislation and regulations.
- Provide high quality business and management information, analysing and reporting on performance against targets across philanthropic, alumni engagement and commercial income streams.

- Develop and produce a range of regular and ad-hoc reports, statistics and analyses to monitor and drive strategic increases in philanthropic and commercial hire income, including reports for F&GP, RCM Council and Directorate.
- Ensure the Development programme is informed and continuously improved by learnings from data analysis and benchmarking.
- Develop and implement systems for the collection, storage and retrieval of data to improve data integrity and quality.
- Manage the import and export of existing data, including importing student, alumni and commercial data into the database.
- Ensure robust processes for philanthropic and commercial income administration to ensure a positive supporter experience and to facilitate effective financial reporting. Ensure data and income are reconciled between RE and the Finance system
- Lead on the cleansing and deletion of data in line with the department's data retention policy.
- Deliver training for new and existing members of staff on RE and information management, to ensure they have the skills and tools to maximise the potential of the database. Provide regular RE training to all users as required. Develop and maintain RE procedures and documentation for use by the Development team and other RCM colleagues.
- Ensure fundraising and commercial hire processes are compliant with the relevant data protection legislation other relevant fundraising regulation requirements.
- Work with external vendors (e.g. Blackbaud) to ensure that software used by Development remains compliant and fit for purpose. Ensure that the RCM is compliant with Data Protection, Gift Aid and other relevant fundraising regulation.

Prospect Research

- Manage the identification and analysis of potential donors and clients (high net worth individuals, corporations and charitable foundations), growing the portfolio of potential donors and clients at all levels.
- Use public domain resources and internal RCM records to identify and assess the capacity and propensity of potential supporters to make a major donation to the RCM.
- Devise strategies for identifying new prospects and commercial hire clients to ensure the ongoing development, expansion, and renewal of the prospect pipeline, to which the RCM will turn for current and future support.
- Proactively advise fundraisers on how to contact, engage and involve potential supporters.

Special Factors

- The nature of this role may necessitate some evening and weekend work

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications	Educated to degree level or equivalent experience in an Arts, Customer Service or Higher Education Organisation	Essential	AF
Experience, Skills & Knowledge	Experience of working within a fundraising or marketing environment	Essential	AF, INT
	Experience of managing a CRM database (ideally Raiser's Edge NXT)	Essential	AF, INT
	Ability to construct queries, extract and manipulate data	Essential	AF, INT
	Excellent IT skills, including expertise in Microsoft Excel and Word.	Essential	AF, ST
	Proven track record of planning and taking responsibility for a range of data related tasks including managing deadlines successfully and working effectively as part of a wider team	Essential	AF, INT
	Experience of using data analysis to inform decision-making	Essential	AF, INT
	In depth knowledge of Data Protection and other fundraising regulation requirements.	Essential	AF, INT
	Experience of training colleagues	Essential	AF, INT
Personal Attributes	Attention to detail, being able to work in a structured way, with high levels of accuracy	Essential	AF, INT
	Ability to analyse and interpret large volumes of data and communicate it effectively.	Essential	AF, INT
	Commitment to high professional standards and a high level of "customer" care	Essential	AF, INT
	Ability to maintain confidentiality where required	Essential	AF, INT
	Ability to identify and proactively solve problems	Essential	AF, INT
	Ability to remain calm and level-headed under pressure	Essential	AF, INT
	Committed to Continuing Professional Development (CPD)	Essential	AF, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Head of Development Operations within the scope and level of the post.

Terms & Conditions

Availability	The post is available from June 2024 and the postholder should ideally be available to start as early as possible.
Contract type	Permanent

Hours of work	<p>This role is offered on a full time (1FTE) or part time (0.8FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week and normal office working hours are 9.00am-5.00pm (with a one hour lunch break), Monday to Friday. We are happy to consider flexible working for this role. The postholder will need to spend at least one working day per week on campus in South Kensington.</p>												
Salary	<p>RCM Pay Scale Grade 7 incremental points 26 – 30:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>26</td> <td>£37,334</td> </tr> <tr> <td>27</td> <td>£38,316</td> </tr> <tr> <td>28</td> <td>£39,331</td> </tr> <tr> <td>29</td> <td>£40,375</td> </tr> <tr> <td>30</td> <td>£41,451</td> </tr> </tbody> </table> <p>*inclusive of London Weighting allowance **if this is a part-time post, the postholder will receive a proportion of the full-time salary</p> <p>Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.</p> <p>Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.</p>	Spine points	Full-time salary*	26	£37,334	27	£38,316	28	£39,331	29	£40,375	30	£41,451
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Work permit	<p>All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.</p> <p>This is not a role for which the RCM will act as a sponsor for a visa application.</p>												
DBS check	Not applicable for this post.												
Probation	The post has a six-month probationary period.												
Notice period	The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.												
Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk . Arrangements exist for members to make additional voluntary contributions (AVCs).												
Annual leave	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.</p> <p>Part time staff will receive a pro rata entitlement for annual leave.</p> <p>The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>												

Staff Benefits

Travel	Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier. We also offer a tax-free bicycle loan under a similar repayment scheme.
Events	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
Eye tests & hearing tests	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.
Employee Assistance Programme	All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.
Professional Development	The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

About Us

The College	Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 60 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked as the global top institution for both Music and Performing Arts in the 2024 QS World University Rankings by Subject.
Staff	The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.
Location	The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.
Department	The RCM Development team raises significant support from individuals, companies, charitable trusts and foundations annually, ranging from Friends memberships to seven figure gifts. This support

benefits our scholarships programme, enables world-class performances, facilitates cutting edge research and maintains outreach programmes for music lovers of all ages and backgrounds.

How to Apply

To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format to recruitment@rcm.ac.uk

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

Closing date **9am Friday 17 May 2024**

Applications received after the stated closing date will not be considered.

Interview date **Wednesday 29 May 2024**

With some roles at the RCM second interviews may take place. Shortlisted candidates will be notified in due course.

There will be a computer-based test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on; recruitment@rcm.ac.uk. If you need to receive this documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

Danielle Carroll
Head of Development Operations
May 2024

