



ST JOHN'S COLLEGE CAMBRIDGE

**Further particulars for the post of
Research and Data Manager**

Requirement

St John's College wishes to appoint a Research and Data Manager on a permanent basis.

St John's College

St. John's College was founded in 1511 by Lady Margaret Beaufort, the mother of King Henry VII. It is one of the largest of the University colleges and has some 530 undergraduate and 320 post-graduate students, and around 160 Fellows in a very wide range of academic disciplines. The charitable purposes of the College are the advancement of education, religion, learning and research. The College is currently able to accommodate all its students in College and nearby hostels and houses. All Fellows have a study in College and some are fully resident in College. Additionally, the College employs some 250 Assistant Staff. The College is a highly international community with approximately 15% of its undergraduates and 55% of its graduates coming from overseas.

Further information on the College can be found on the College website www.joh.cam.ac.uk.

College Aims: the College's statutory aims are the advancement of education, religion, learning and research.

Department Aims: to develop and promote the College's alumni relations and fundraising strategy.

Principal Responsibilities and Duties

Job title: Research and Data Manager

Department: Development

Responsible to: Deputy Development Director

Job Purpose: As a crucial and pivotal member of the development team, the post-holder will manage the Development Office's information and data input systems, ensuring optimum data integrity and compliance. Working closely with all members of the alumni relations and fundraising team, this important work will help inform our communications strategy and ensure that we can deliver our aims and objectives alongside our commitment to upholding high standards of data protection. You will become the team expert on segmenting and analysing important data and campaign outcomes. Your work will help alumni to keep in touch with one another and fundraising colleagues to identify potential benefactors. The post holder will also manage gift administration and payment processes and work with senior members of the team to identify general improvements to data efficiency. In addition, the Research and Data Manager will source and manage value for money identifying key vendors for the supply and fulfilment of postal services and office supplies.

Principal Responsibilities

Maximising effective data sharing, use and integrity by;

- Liaising with the database developer (Blackbaud) and the College IT department to ensure the effective maintenance and security of the database. This includes coordinating the implementation of necessary upgrades and identifying potential new functions and software to keep our technology at the sharp end of the sector.

- Identifying and coordinating any relevant IT training required for on boarding new members of staff. Delivering some in-house individual training on relevant data systems such as Raiser's Edge to new starters.
- Being responsible for the day-to-day management of the Development Office CRMS (Raiser's Edge) ensuring that records are accurately and consistently maintained. Devising and delivering a strategy to improve alumni data ensuring clear processes and protocols are in place.
- Working closely with other College and University departments to ensure data sharing is fluid and accurate. This includes updating members' news, new student and graduating student information.
- Preparing reports for Council and other bodies as required, liaising with the Development Director, College departments and external organisations.
- Working with appropriate colleagues in the College to respond to relevant Freedom of Information requests.
- Working with the Head of Alumni Relations to manage the process of updating relevant contact information.
- Leading the team in data export techniques, helping to advise on best practice for segmenting and reporting on data.
- Completing the Annual Development Questionnaire on behalf of the Development Office
- Managing data cleaning processes to ensure information is relevant and up to date.

Manage a portfolio of major gift prospects to help the fundraising team identify new income sources by;

- Using appropriate research resources and techniques to help identify new prospective donors and charitable trusts.
- Keeping abreast of news articles and publications in the media for Johnian accomplishments and board appointments.
- Working with the Development Director and Deputy Development Director to manage the donor allocation and tracking process within the Development Office, keeping colleagues and senior College officers briefed about major donors and benefactors.
- Liaising with the Cambridge University Development Office regarding jointly beneficial prospect activity.
- Preparing briefing documents for the Master, senior College Officers, Fellows and colleagues attending events.

Manage gift processing and payment systems on behalf of the Development Office by;

- Overseeing the process of recording and monitoring regular giving. Liaising with third party agents, the College Finance Department and the Bursary where appropriate. Identify and contact those whose payments have ceased.
- Working with the Gifts Administrator to enter gifts in his/her absence or during peak campaign periods.
- Monitoring and reconciling daily bank statements and information from CAF, other agencies and the College Finance Department.
- Managing Development Office payment systems for event and donation transactions.
- Line managing the Gift Administrator and support his/her work to ensure all gifts to the College are recorded and acknowledged appropriately, timely and effectively.
- In conjunction with the Gift Administrator, maintain an effective system for recording, reporting and acknowledging donations, preparing letters for the Development Director and the Master as required.

- In conjunction with the Development Director and Senior Bursar, prepare and monitor the creation of new funds.
- Process and monitor gift aid through the preparation of documentation including HMI R68 tax claims for the Senior Bursar on a regular basis.

Manage data regulation and compliance on behalf of the Development Office by;

- Monitoring General Data Protection Regulation (GDPR) and The Privacy and Electronic Communications Regulations (PECR) ensuring that any changes to data protection principles are swiftly identified and absorbed into internal process and procedure documents. Communicating these changes to senior colleagues in the Development Office and consulting with them regarding necessary actions to take forward and implement relevant changes.
- Working with colleagues to ensure consent and communication preferences are adhered to working with the Fundraising Regulator's guidelines.
- Advising colleagues on best practice relating to data protection and on the appropriate wording and notices required when communicating with alumni and other individuals. Maintaining up to date data protection and privacy notices on Johnian web pages.
- Leading and managing the identification and escalation procedure for any concerns or complaints regarding data protection and compliance working with College and University specialists to ensure that any such matters are handled adequately and appropriately.

Office and facilities management;

- Ensure that value for money is maximised in the selection of high quality and reliable vendors for key services including post and posting facilities, office equipment and stationery.
- Place office stationery orders for the Development Office and ensure supplies are adequate.
- Liaise with the Lady Superintendent and Maintenance departments as necessary to keep the office facility in good order.

Other duties as required by the Development Director and Deputy Development Director from time to time.

Resources Managed / Facts and Figures:

The Research and Data Manager is responsible for managing the gift and payment processing systems within the Development Office and will line manage the Gift Administrator. The post holder is responsible for ensuring that interaction with our alumni and supporters complies with all data protection regulation and guidelines. As part of this, s/he is required to help ensure that other colleagues' work is compliant in this area. This is a substantial responsibility, which requires experience and expertise in the field of data and regulation within the fundraising industry. Failure to comply with regulation could carry with it a higher administrative fine threshold of up to €20 million or 4% of annual turnover-whichever is greater. He/she is also responsible for the general facilities of the office and as such has the responsibility of managing relationships with a number of external suppliers. The post holder has responsibility for the procurement of office equipment and services/facilities. This role also encompasses management responsibility for the effective use of IT systems.

Decision-making

The Research and Data Manager helps to oversee the facilities of the office. S/he makes decisions on preferred vendors through a process of cost and service-level agreement analysis. In addition, s/he is required to interpret the implications of GDPR regulation, making strategic decisions and recommendations about how to best to incorporate into working practice.

Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

Qualifications, Knowledge and Experience:

Essential

- A demonstrable understanding or willingness and aptitude to understand GDPR/data protection regulation.
- At least 2-3 years' office/facilities and line management experience.
- Educated to at least A level standard or equivalent.

Desirable

- A University degree or equivalent qualifications.
- At least 1-2 years' experience working in a similar role in the charitable sector, ideally in education.
- Previous experience of working with and managing CRMS databases

Skills, Abilities and Competencies:

Interpersonal and communication skills

Essential

- Ability to represent the Development Office professionally and to collaborate with colleagues across the College.
- Highly motivated work ethic.
- A team player.
- Problem solving and solutions approach to challenges with an aptitude for trouble shooting.
- Ability to exercise diplomacy and discretion.

Desirable

- Ability to present new opportunities and data products to colleagues.

Specialist skills, competencies and abilities

Essential

- Excellent attention to detail with good numerical skills and written accuracy.
- Excellent organisational skills with an ability to prioritise workloads and meet deadlines.
- Excellent all round IT competency with a sophisticated knowledge, or ability to get to grips with, a well-functioning CRMS system.
- Excellent excel skills with the ability to manipulate and analyse data.

- The capacity to benchmark, evaluate and monitor performance metrics for existing and potentially new software.

Desirable

- The ability to move between proactive and reactive tasks.
- The ability to exercise sound judgement under pressure.
- Good knowledge of Raiser's Edge or a similar CRMS system.

Terms and Conditions

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| Length of post: | Permanent |
| Salary: | The salary for the post will be between £38,048.13 – £42,823.76 p.a. (depending on experience) plus benefits |
| Hours of work: | 36.25 per week |
| Location: | The role is based in Cambridge. |

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

- Free lunch in the College's Buttery Dining Room (subject to a monetary limit)
- Access to a private healthcare scheme currently provided by BUPA
- Access to a 'cash plan' healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period.
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

The appointment will be subject to an initial probationary period of nine months during which the appointment may be terminated by one month's notice on either side. Following the successful completion of the probationary period, the period of notice is three months on either side.

Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
 or by post to: HR Department, St John's College, Cambridge, CB2 1TP

to arrive no later than **9.00 am** on **5 October 2022**. Interviews are expected to take place soon after the closing date.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.