



Senior Director, Fundraising Operations and Analytics

Job Description

Job Title:	Senior Director, Fundraising Operations and Analytics
Level and Grade:	100
Job Type:	Full Time
Reporting Manager:	Associate Vice President, External Relations and Engagement
Department:	External Relations and Engagement
Office:	Baltimore/DC/MN/Remote
Date:	2/1/2022

About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief:

Position Summary: The Senior Director of Fundraising Operations and Analytics leads the development of Corus' fundraising infrastructure, systems and processes in support of Corus' commitment to transformational fundraising growth. The Senior Director leads the reporting, analysis and measurement of KPI's that inform investment decisions and strategic/tactical direction. This position leads decision-making processes across all of Corus' fundraising brands, including donor segmentation and journey assignments, budgeting and policy development.

Key Result Areas: The success of this role is measured by the following KRAs:

1. Optimized donor Life Time Value

2. Implementation and upgrade of fundraising systems and processes (i.e. CRM, Digital Fundraising platform, Dashboard)
3. Policy development and compliance
4. Optimization of donor acquisition, retention and conversion to high value donor segments
5. Data quality, governance, and analysis
6. Proposal development and acquisition for foundation, corporate and allied partners

Roles and Responsibilities:

Leadership and Management:

- Provide vision, leadership and oversight to Corus' operations infrastructure (Donor Relations and Stewardship, Prospect Development, Development Technology, Proposal Development, and Fundraising Analytics) to maximize fundraising impact and growth.
- Oversee and facilitate operational and strategic business initiatives that support peak fundraising performance and growth.
- Supervise Prospect Development, ensuring coordination of research assignments and deadlines and intentional strategies to develop and refresh a robust donor pipeline in pursuit of fundraising growth.
- Supervise Donor Relations and Stewardship, ensuring the following: appropriate policies and procedures for stewardship of gifts that uphold donor intent and the highest ethical standards; maintenance and enhancement of systems that track timely and accurate documentation of stewardship and engagement efforts. The stewardship program should be systematized to allow for creativity and opportunism in execution.

Strategy & Knowledge Development & Implementation:

- In collaboration with the Vice President and Associate Vice President of ERE, lead strategy planning, annual planning, and budgeting processes for ERE's fundraising activities.
- In collaboration with the ERE Leadership team, lead implementation, tracking and reporting of Corus' fundraising strategy.

Networking & Partnership:

- In collaboration with the Vice President and Associate Vice President of ERE, develop reporting and education opportunities that build Corus' fundraising culture.
- Enhance internal systems and processes to support an institution-wide culture of philanthropy, collaboration and continuous improvement.

Policies and Procedures:

- Develop and maintain all fundraising related policies and procedures, conducting regular reviews that assess compliance and required updates.
- Leads the process of portfolio assignment and management across all donor segments.

Research, Program Management and M&E:

- Leads the development of KPI dashboards that monitor fundraising results across all fundraising brands.
- Leads the data analysis and donor modeling that informs donor segmentation and portfolio assignments.

Documentation, Reporting & Data Management:

- Supervise Development Technology, ensuring coordination and optimization of data entry and maintenance projects, maximization of Corus' CRM, and optimal deployment of data and analytics to inform donor strategies.
- Oversee the growth, maintenance, and enhancement of the Corus' technological proficiency and tools. Maximizes utilization of technologies to streamline operational processes. Optimize development systems and ensure the ability to generate useful and timely reports.

Supervisory:

Manages the job positions listed below:

- Director of Fundraising Analytics
- Senior Manager of Donor Relations
- Senior Associate of Donor Engagement
- Manager of Foundations and Partner Relations

Education & Experience:

- Bachelor's degree required, Masters' degree in related field helpful.
- Philanthropic certification or accreditation preferred.
- Ten (10) years of relevant operational senior leadership experience in a complex organization.
- Seven (7) years of significant supervisory experience including creating and managing a budget, developing annual operating plans, and working closely with and making presentations to senior organizational leaders.

Qualifications:

- Demonstrated ability to provide management oversight, vision, leadership, and direction to a large team in a complex healthcare, academic, or nonprofit environment.
- Visionary and creative.
- Achievement- and results-orientation; innately passionate about driving the best performance from a team and organization and skilled at goal setting, measuring success.
- Subject matter expertise in fundraising operations, understanding and interest in key industry issues.
- Experience in developing, implementing, and monitoring strategic plans to address current and future needs, as well as reporting on progress to senior administrative leaders and board members.
- Demonstrated skill in strategic and financial analysis and the ability to balance a variety of factors (e.g., cost, risk, short-term versus long-term impact) to achieve optimal outcomes.
- The ability to extract and analyze data to make effective, efficient, and independent decisions about strategy and process. Knowledge of modern data management practices and techniques, including database, information systems, data modeling, and analysis. Familiarity with technology and other innovations that can streamline processes.
- Unimpeachable integrity and trustworthiness; sound judgment in handling sensitive and confidential information
- High degree of professionalism, diplomacy and political savvy.
- Demonstrated flexibility and skill at resolving concerns and conflicts between individuals and among multiple members of a group in a fair and equitable manner.
- Excellent interpersonal, written, and verbal communication skills to interact with a variety of personalities at all levels and resolve concerns and conflict with composure, fairness and tact.
- Ability to work independently and follow through on assignments with very minimal direction and acceptance of full responsibility and accountability for all personal actions.

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

Working Conditions, Travel and Environment

- The duties of the job require regular attendance at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required.

- This position must be able to travel as required for standard domestic and international business purposes. While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values.

Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.

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Date