



NEW HOPE
A C A D E M Y

Development Operations Manager – Job Description

The Development Operations Manager at New Hope Academy is responsible for providing foundational and logistical support to every phase of the operations of the Development Team. Responsibilities will include overseeing the day-to-day operations of the Development Department in the areas of both project and data management. The position requires acute attention to detail (particularly with regard to the school's data), as well as an eye for strategic thinking about project management and data analysis. In large part, the Development Operations Manager's work supports and makes possible the work of the rest of the Development team and is therefore a foundational member of that team. The position is full-time and reports to the Director of Development.

Primary Duties and Responsibilities:

- Development operations – the Development Operations Manager will have primary responsibility for the day-to-day functioning and flourishing of the department, which may include but is not limited to:
 - Proactively assisting the Director to ensure measurables are met
 - Optimizing operations by establishing processes and procedures to increase efficiency and to ensure tasks are completed on schedule
 - Overseeing Development Department's calendar to ensure deadlines are met
 - Making arrangements for department meetings and meals
 - Arranging for any Development Department travel
 - Submitting department bills and expense requests to the Finance Department
 - Scheduling and providing hospitality for donor visits and tours
 - Providing prompt reporting for organizational donors (churches, foundations, corporations, etc.) who require regular reporting for grants made to New Hope
 - Posting departmental job openings and receiving initial inquiries
 - Ensuring that the Development Office is always hospitable for donor visits
 - Ensuring that the Development Office is always supplied with everything it needs to be successful and efficient
- Development database management and gift processing – the Development Operations Manager will ensure that all of New Hope's constituent data is up-to-date and that all gifts are input, processed, and acknowledged accurately
 - Maintaining compliance with IRS guidelines as well as with our independent auditor

- Accurately inputting all necessary data related to development for the constituents of New Hope Academy
- Proactively analyzing this data in pursuit of the goals set by the Director of Development
- Maintaining current records for New Hope's constituents
- Reporting development activities to the Director of Finance
- Providing accurate and timely acknowledgment to donors for all gifts to the school
- Providing regular development dashboard updates to fundraisers, the Director of Development, and the Board Development Committee
- Researching current and prospective donors using Research Point and other resources
- Maintaining expertise in Raiser's Edge donor management system through regular professional development
- Following up on outstanding pledges and payments as needed
- Recognizing all donor gifts appropriately and meaningfully
 - Execute all current gift acknowledgment procedures
 - Proactively evaluate donor recognition programs for effectiveness with particular emphasis on New Hope's monthly donor stewardship program
- Assisting the Director of Development with the execution of any other development-related activities that may arise in the course of advancing the school's mission
- Other duties as assigned by the Director of Development and Head of School
- The position is full-time with the expectation that work will be completed on site with some flexibility for off-site work as needed. The nature of development work will also require work to take place at times outside of normal work hours.
- Skills needed
 - Interpersonal skills
 - Problem solving skills
 - Time management skills
 - Attentiveness to detail
 - Ability to work in a fast-paced and collaborative environment
 - Experience with Raiser's Edge donor-relations management system preferred
 - Proficient in Microsoft Office – Word, Excel, PowerPoint, etc.