**Position Title:** Development Executive (Events and Stewardship)

**Salary –** G7 (£34,308 - £42,155)

**About our Team**

The Development and Alumni Relations Office (DAO) works to empower Heriot-Watt University to achieve its strategic aims by building productive and enduring relationships between the University and its network of supporters, alumni, philanthropists, and organisations, to support priority initiatives and developments. The team seeks to build on the strong foundations DAO has in place to maximise the philanthropic and engagement potential of Heriot-Watt’s stakeholder groups.

This post is part of the Development Team comprising three Senior Development Executives, three Development Executives, two Development Assistants as well as a Development Communications Executive.

**Detailed Description**

The Development Executive (Events and Stewardship) role is integral to the growth of donors at Heriot-Watt. Good stewardship lies at the heart of this role to ensure we maintain a deep relationship with our donors; that we deliver on our gift agreements; that we demonstrate impact from support; and ultimately provide a fantastic donor experience which leads many to ‘give and give again’. We are seeking someone who is passionate about customer/donor care as well as connecting our supporters to the University’s mission and strategy.

The Development Executive (Events and Stewardship) will be responsible for the implementation of a comprehensive, effective, and creative stewardship programme for high level individuals as well as legacy, in memorial, and trust donors that will contribute to ongoing and long-term donor relations with Heriot-Watt University. The Officer will play a key role in enabling the Development & Alumni Office (DAO), and the wider University, to create and build relationships with donors who are a crucial part of the long-term success of the University.

The Development Executive (Events and Stewardship) will develop and implement a comprehensive stewardship plan. All the actions entailed in the plan will help DAO coordinate how it strengthens long-term relationships with donors and, in doing so; provide more opportunities to attract future donations from current donors. The role-holder will coordinate the implementation of this plan with the support of the fundraisers. This plan should be creative in engaging donors, comprehensive in detail and have measurable elements to ensure its success can be tracked.

Specifically, this will involve putting in place a detailed and robust stewardship plan for each major donation or grant received including funding reports, donor communications (for e.g., newsletter of annual thank you brochure), reminders to staff for information submissions (e.g., retrieving scholarship recipient details from the Scholarship Office), invoicing, and event invitations. For significant gifts a 'surprise and delight' approach should be taken to engage creatively and innovatively with donors.

The post holder will work closely with all senior fundraising to put in place such actions and then to provide the necessary administration and support for delivery.

**Key duties and responsibilities:**

* Develop and implement detailed strategic plans for the Stewardship programme that align with the strategic goals of the Development Office and University as a whole. This will require a co-operative and collaborative working relationship with Senior Leadership, Development team members, Principal’s Office, and American Friends 501c3 Board to ensure all stewardship activities are maximised for the benefit of the institution. The role holder will be required to assist with and at times manage events to inform and recognise donors such as, graduation linked stewardship events, Major Donor visits and ad hoc special events aligned to the successful stewardship of donors.
* Responsible to manage high value cultivation and stewardship events with clear KPIs, including prospect development, audience cultivation and existing donor stewardship.
* Lead and be responsible for all aspects of event planning and budget management.
* Identify events and related opportunities across the University and externally to enhance high level donor stewardship programmes. Attend internal and external functions (including alumni events, receptions, dinners, new building openings etc) for the purpose of stewarding donors. Often these will require working evenings and, on occasion, weekends.
* With the support of the Head of Development, liaise and build relationships with senior volunteers on the American Friends 501c3 Board to garner their support with hosting and supporting events and to connect them to, and unlock, their networks.
* Oversee systems and procedures and any relevant documentation to ensure a cohesive approach to stewardship activity within the DAO team. The overall process should be professional, donor centric and slick and we encourage new thinking and innovations to ensure the stewardship function operates smoothly.
* Ensure donors receive feedback on the impact of their giving through a variety of print and digital communication channels, including:
* Coordinate the production of annual tailored Stewardship Reports for major donors.
* Drafting personal acknowledgement and stewardship letters for signature by Executives, Fundraising Manager/Head of Fundraising, Assistant Principal Development, Principal, or academic staff within specified timeframes.
* Collaborate with fundraising staff to establish a new tiered donor recognition programme to acknowledge donors at the appropriate level and retain long-term relationships including the development of giving circles and other donor recognition programmes.
* Liaise with the Scholarship Officer to ensure donor wishes in respect of bursaries and scholarships are adhered to, and that donor reports on the performance of award programmes are produced in a timely manner to donors, and that regular updates on the progress of beneficiaries are also communicated.

**Education, qualifications, and experience**

* The post holder should ideally be educated to degree level or have a sufficient level of relevant experience in customer or donor relations.
* The post holder will be expected to have worked in an account management (or similar) role in the past to ensure good relationship management skills.

**Experience required:**

* The post holder will be expected to have experience delivering high value events involving multiple stakeholders
* Excellent interpersonal and communication skills, with a professional customer-focused approach and ability to build relationships with donors, external organisations and teams across the University and peer groups
* Excellent written and verbal communication skills with a high degree of attention to detail and high quality of output
* Good organisational skills, quality focus, proactive, results oriented and team player
* Have a working knowledge of Raisers Edge
* Demonstrate confidence and flexibility in handling the challenges of a busy working environment with the ability to work to deadlines
* Ability to clearly communicate at all levels, with tact and diplomacy when required
* Ability to take ownership in resolving issues
* Experience of administrative and accounting processes in a large organisation
* Proficient in the use of Microsoft Word, Excel, and database systems, including a working knowledge of Raiser's Edge
* Have a clear understanding of the DAO function as a whole and how stewardship fits into all aspects of this activity
* Have strong interpersonal and negotiation skills with the ability to build relationships with donors, external suppliers, and teams across HWU
* An understanding of tax efficient giving and the wider legal framework for fundraising
* An understanding of the Data Protection Act and associated regulations and their impact on communications and fundraising activities
* An understanding of budget processes and financial processes
* Thirst to learn and develop your knowledge and career with willingness to attend training courses to develop new and existing skills