



WYCOMBE
ABBEY

Development Operations Manager

Start Date: As Soon as Possible

Information for Applicants



Consider Wycombe Abbey

Wycombe Abbey is an exceptional place; we operate as a modern full boarding school for around 650 girls, and we are committed to the development of each one. We have over 125 years of experience in educating young women and our vision remains to provide our pupils with a world class education. We are excited about encouraging curiosity, bold ideas, innovation, leadership and delight in learning - inside and outside the classroom.

We are a welcoming and vibrant community for all staff. Our school is set in 170 acres of parkland within a five-minute walk of the town of High Wycombe. We offer superb modern facilities, including a sports centre, a performing arts centre, a wide range of teaching facilities and 11 boarding houses. We are constantly improving our site and through our new visionary masterplan, we will see the creation of a truly world class campus over the next decade.

Wycombe Abbey's outstanding reputation for excellence is built on the dedication and skills of the people that work at the School. Every member of staff at Wycombe Abbey contributes towards the School's thriving community and works to continually strengthen our ambition for excellence. We seek to recruit well-qualified and enthusiastic staff who demonstrate knowledge of, and passion for, their area of expertise and contribute to the wider life of the School. In return, the School provides staff with a wide variety of opportunities to develop professionally within a supportive team and wonderful working environment. Please do watch the video to hear more from the staff themselves about working at the School.

Superb academic outcomes are the hallmark of a Wycombe Abbey education and girls regularly secure places at the most prestigious universities globally. However, we understand the importance of looking beyond the narrow confines of excellent examination results to define success. Our rich co-curricular programme includes an array of activities and opportunities, ensuring that every girl develops her passions and explores new possibilities. These experiences, in turn, help to build the skills, discipline and character that will support her future life.

Ultimately, schools are about people and at the heart of Wycombe Abbey's success is our total commitment to pastoral care through boarding. The core values of trust, encouragement and mutual respect underpin everything we do; in this happy and close-knit community everyone is known as an individual, friendships flourish and girls enjoy each other's company.

Thank you for your interest in joining Wycombe Abbey. We hope that you will find the information in this pack useful, and we look forward to hearing from you if you feel that this post may suit your skills and experience.

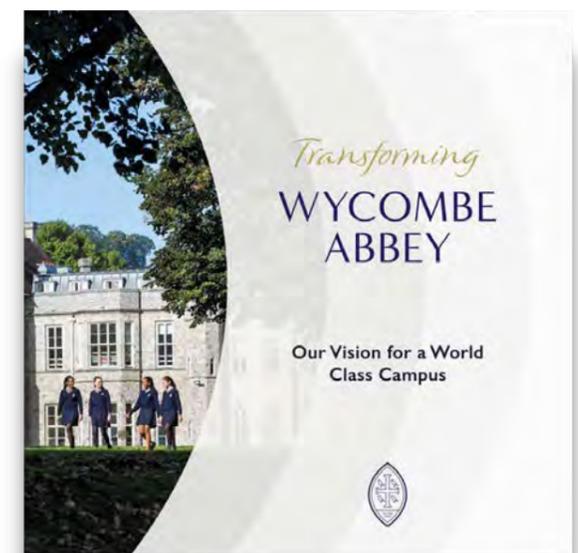
Mrs Jo Duncan
Headmistress



[Watch our film to hear why you should consider working at Wycombe Abbey.](#)



[Read our Strategic Direction](#)



[Read about our Masterplan](#)



Our Values

Our values are the principles that guide the way we interact with other individuals and groups and are especially important in a boarding community like ours. These are the values that shape our school.

Trust – we foster strong relationships built on trust through good communication, willingness to listen and honesty.

Encouragement – we promote a positive atmosphere where all members of the community are supported to develop and fulfil their potential.

Mutual Respect – we seek to understand and embrace differences in people, ideas and experiences with tolerance and understanding.

Dynamism – we are a forward-thinking school that nurtures the leaders of tomorrow for a global workplace.

Excellence – we believe in the importance of striving to be exceptional in whatever we do through the setting of ambitious goals and taking ownership of our decisions and actions.

Balance – we understand the importance of supporting staff and pupils to thrive by maintaining a healthy mind and body.

Innovation – we are excited about creating the future through being open-minded, curious and embracing change.

Service – we recognise the great rewards that individuals reap in helping, supporting and giving to others both within the school community and beyond it.



Working at Wycombe Abbey

Wycombe Abbey is an exceptional place to work. Set in 170 acres of beautiful Buckinghamshire parkland, the School aims to encourage all staff to develop their talents within an inspiring, fulfilling and caring community.

In total, approximately 420 teaching and support staff are employed at the School on either a full or part-time basis. Each year a number of newly qualified, and in some cases unqualified recent graduates, join the staff body. There is proactive support for all new members of staff, who are guided through their first year at School by a variety of colleagues, with the line manager and an individually-appointed mentor taking the lead.

Staff wellbeing is a key focus for the School with the Headmistress taking a lead role in this area. Our core values of trust, encouragement and mutual respect shape our interactions with each other and those outside the School.

Professional development is highly valued at Wycombe Abbey and all staff are encouraged to participate in a vibrant and robust professional development programme offering a range of opportunities including inspirational speakers, workshops, accredited courses, conferences, coaching and mentoring.

All staff at Wycombe Abbey are encouraged to embrace and be part of boarding school life and are linked to a boarding house when they join. Staff are welcome to participate in House activities, such as trips and events and all are invited to school events throughout the year.

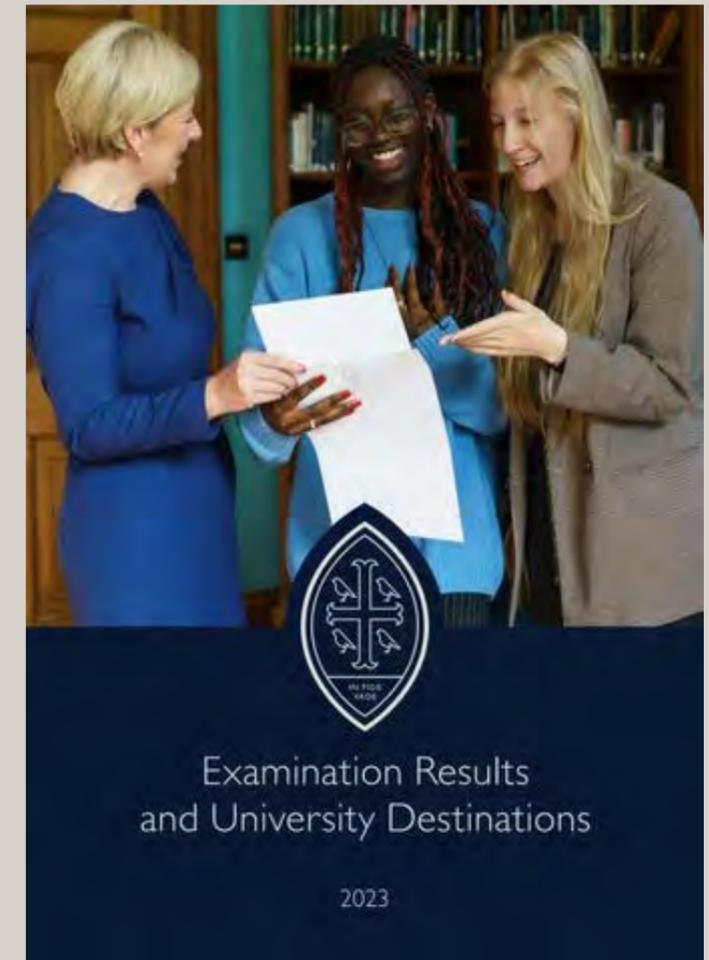
We provide a variety of employee benefits which we are continually adding to, some of which are listed below.

Benefits of Working at Wycombe Abbey

- A focus on staff wellbeing with a dedicated Wellbeing Committee chaired by the Headmistress. Events and activities include regular get togethers, a walking club and book-swap.
- Free parking provided on-site.
- Fee remission available, subject to the usual entry requirements and space being available.
- Free use of the Sports Centre including swimming pool, gym and courts/pitches.
- All eligible staff enrolled automatically to the School's pension scheme.
- Invitations to school productions and concerts throughout the year.
- Salary sacrifice on electric vehicles.
- Free eye tests.
- Easy access to London (24 minutes to Marylebone), the Chiltern Hills and attractive towns such as Marlow, Henley-on-Thames and Beaconsfield. Heathrow is also just 20 miles away plus good transport links to other London airports.
- Provision of meals and refreshments all year.
- Generous training and development scheme with regular whole staff in-house and external training.
- Opportunities to visit Wycombe Abbey sister schools in Asia.
- Free will writing.
- Use of the School Library to borrow books.
- Access to the Employee Assistance Programme.
- Cycle to work scheme.

University Destinations and Results

Wycombe Abbey has a long tradition of academic success. The learning environment is supportive, yet challenging and our teaching specialists communicate a genuine love of their subject, encouraging all our pupils to pursue an intellectual curiosity beyond the curriculum.



[Click to see results and destinations](#)



Development at Wycombe Abbey

The Development team at Wycombe Abbey develops and delivers the School's fundraising and alumnae relations strategy in support of its strategic aims, nurturing relationships with a community of over 6,000 Seniors (former pupils) and more than 4,000 families past and present. The team is led by the Director of Development and the team includes the Development Operations Manager, Development Officer and Alumnae Relations Officer. There is a long history of philanthropy at Wycombe Abbey, beginning with our pioneering founder, Dame Frances Dove, in 1896, and spanning over a century to more recent generosity demonstrated through the £6 million campaign to build two new purpose-built boarding houses Houses, Pitt and Rubens, in 2017.

Supporting the Director of Development, the Development Operations Manager will be the first point of contact for the Development and Seniors' Office, managing the internal relationships at the School. The postholder will optimise the organisational development processes through oversight and management of the CRM (Raiser's Edge) and manage all administration related to the database. They will actively contribute to our fundraising strategy, driving engagement and taking responsibility for income generation through the giving cycle by managing prospect identification, cultivation, solicitation and stewardship activities through a portfolio management system. The postholder will take responsibility for growing the regular and legacy giving donor portfolios of alumnae (Seniors), parents and other supporters by ensuring excellent prospect cultivation, donation management and prospect research processes within the department.

[Click here to find out more about
Development at Wycombe Abbey.](#)



The Role: Development Operations Manager

Reports to:

Director of Development.

Hours of work:

37.5 hours per week (Monday to Friday), 52 weeks per year.

This is a whole-school role. A flexible attitude to working hours is essential, as you will be required to work 'out of hours' from time-to-time.

Contract:

Permanent, full-time contract. The first six months will be a probationary period.

Salary:

Competitive - depending on skills and experience.

Key Responsibilities:

Development Operations

- Oversight of all Development and Alumnae Relations processes and procedures.
- Responsible for the day-to-day management of the Development and Seniors' Office's calendar, coordinating activities, meetings and correspondence.
- Responsible to the Director of Development as the internal relationship manager, keeping the Bursar, Headmistress, Finance and Communications and Marketing offices up-to-date on any information and activities required.
- Responsible, with the Director of Development, for a programme of internal communications and promotion of a culture of philanthropy within the School.
- Coordinate events calendars and participation in School activities.

CRM Management

- Oversight and management of Raiser's Edge ensuring data integrity, GDPR and best practice.
- Manage all activity related to the CRM including demographic information, donor gift records, market analysis, prospect classification and research.
- Lead on database improvement projects.
- Work with department colleagues to embed database best practice and optimise its use.

Prospect Research and Portfolio Management

- Oversee all prospect research activities, generating donor profiles for fundraising and engagement activities including outsourcing of any prospect research.
- Manage all donor portfolios including those of the Headmistress, Director of Development, Development Officer and any volunteers.



The Role: Development Operations Manager

Regular and Legacy Giving

- Support the Director of Development and contribute to the overall data-driven Development strategy.
- Manage the regular giving programme to build an income stream from current levels, including setting KPIs and key objectives. Integrate regular giving into the activities of the Wycombe Abbey Hong Kong Foundation and other overseas supporter groups.
- Manage the legacy giving programme with the Development Officer, through the Dove-Bowerman Legacy Society and its members, to grow this income stream from Seniors, former staff and parents, including setting KPIs and key objectives. Assigning Dove-Bowerman prospects to the Development Officer's portfolio.
- Work closely with the Alumnae Relations Officer to increase sustainable giving from Seniors in line with development priorities.
- Keep up-to-date with best practice in fundraising and individual and planned giving.

Donor Management

- Implement a donor cultivation and stewardship process to progress giving conversations according to individual giving cycle.
- Support the Development Officer in coordinating tailored stewardship plans for principal and major gift prospects and donors including the annual Impact Report.
- Agree a programme of donor cultivation and stewardship events with the Director of Development and Development Officer.
- Support the events programme to ensure maximum effectiveness, working closely with colleagues and overseas supporter groups to coordinate and deliver quality events, including managing the invitation processes.
- Ensure donations management processes are compliant with the School's Donations Acceptance Policy and industry best practice.
- Oversee the fulfilment of regular Gift Aid, Standing Order and Direct Debit claims, working with the Finance Office.
- Prepare financial and analytical reports for the Director of Development.
- Supported by the Director of Development and the Development Officer, ensure outstanding relationship management is provided to prospects and donors, including the timely preparation of documentation and correspondence.

Communications

- Contribute to and manage the distribution of high-quality fundraising and stewardship materials, liaising with Development team members and the Communications Office.
- Help to develop new ideas for promoting fundraising priorities to parents, staff and Seniors and work with the Communications Office and the Alumnae Relations Officer to implement plans.
- Work with the Communications Office to develop effective and exciting content for the School's communications channels – physical and digital – in support of fundraising objectives.
- Supported by the Alumnae Relations Officer, regularly review and update sections pertaining to Development and Seniors on the School websites, liaising closely with the Communications Office.
- Ensure the School provides appropriate and accurate donor recognition on recognition boards, plaques and in physical and print materials.

Team

- Commit to being a positive role model for colleagues, cultivating a professional work environment based upon mutual respect, inclusivity and personal and professional growth.
- Deputise for the Director of Development in their absence.
- Carry out any other reasonable activity in support of the work of the Development and Seniors Office and as requested by the Director of Development.



The Role: Development Operations Manager

Person Specification

Specialist Knowledge and Experience

- Professional experience of fundraising and/or education development.
- Knowledge of individual giving and legacy giving principles, with previous experience highly desirable.
- Experience in relationship management systems such as Raiser's Edge NXT, Microsoft Dynamics CRM or a similar CRM database system.
- Excellent verbal and written communication skills.
- Excellent research skills, including a high level of attention to detail and accuracy.
- Outstanding relationship management skills, with the ability to develop constructive and beneficial working relationships.
- Sound understanding of Alumnae Relations.
- Proficiency in MS 365 including Word, Excel, PowerPoint and SharePoint. Experience with Outlook email and design software, such as InDesign, highly desirable.
- An appreciation for and understanding of the priorities of independent education and girls' boarding.

Interpersonal Skills

- Proven ability to develop effective and supportive relationships with a variety of stakeholders.
- Self-motivated and resilient with a positive attitude and the ability to work under own initiative.
- High level of professionalism and integrity.
- Discretion and respect for confidentiality.
- Experience of communicating confidently and effectively at all levels.

Organisational Skills

- Exceptional project management skills.
- Excellent organisational skills: ability to organise and prioritise work, meet deadlines and work effectively under pressure.

Teamworking

- A confident and committed team member dedicated to nurturing talent and developing potential amongst others.
- Enthusiastic and proactive team-player, committed to sharing success and supporting colleagues.

Flexibility

- Ability to adapt successfully to changing demands and conditions.

Special Conditions

- Appointment is subject to an Enhanced Disclosure and Barring Check.

Safeguarding

Wycombe Abbey is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to the necessary pre-employment checks in accordance with the relevant statutory guidance, including an Enhanced Disclosure and Barring check, satisfactory references, proof of identity and qualifications and medical fitness.



Terms of Appointment

A formal contract of employment will be drawn up on appointment.

- Contract
 - This is a full-time, permanent contract. The first six months will be a probationary period.
- Appointment Date
 - As soon as possible.
- Salary
 - Competitive - depending on skills and experience.
- Holiday Entitlement:
 - 30 days plus Bank Holidays
- Pension Scheme
 - The School offers membership of the School's Pension Scheme.
- Death in Service Cover
 - Life cover at x 3 annual salary.
- Equal Opportunities
 - It is the policy of Wycombe Abbey to ensure equality of opportunity for all members of staff, both teaching and non-teaching.
- Safeguarding
 - All staff share responsibility for promoting and safeguarding the welfare of pupils and must adhere to, and comply with, the School's Safeguarding and Child Protection Policy at all times.
- Pre-Employment Checks
 - The appointment is subject to an Enhanced Disclosure and Barring check.



Wycombe Abbey Community

Wycombe Abbey is a welcoming and vibrant community of 420 staff.

Our School is set in 170 acres of parkland within a five-minute walk of the town of High Wycombe. There is easy access to London, the Chiltern Hills and attractive towns such as Marlow, Beaconsfield and Henley-on-Thames nearby.

There are many National Trust properties within five miles such as Hughenden Manor, Disraeli's home for many years, West Wycombe Park and Cliveden.

There are outstanding primary, prep, and secondary (including grammar) schools in High Wycombe itself and also in surrounding towns. London is within easy reach, with the fast train from High Wycombe to London Marylebone taking just 24 minutes. Oxford and Bicester Village are within 30 miles, with a direct train link. Wembley Stadium and Heathrow are just 20 miles away and there are good transport links to other London airports.

There is a range of committees that staff can join including Staff Wellbeing; Equity, Diversity and Inclusion; CPD and others. The Staff Wellbeing Committee organise staff wellbeing and social events on a regular basis, which are well attended.



Follow us on social media:
@WycombeAbbey



Closing date: Sunday 19 May 2024

Interview: Monday 3 June 2024

To apply, please fill in an online application
by clicking Apply Now.

We are an equal opportunities employer.
Registered Charity No. 310638

[Apply Now](#)



Should you have any questions, please do not hesitate to
contact the HR Team on 01494 895575
or hr@wycombeabbey.com.