INSTITUTIONAL DEVELOPMENT - GRADE 9

Generic Position Overview

Family: Institutional Development

Cluster: ID9

Note: Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

Generic Position Summary: As part of a team, perform a variety of duties related to institutional development. Serve as primary liaison between various groups and individuals in order to encourage maximum support for the University's top priorities. Design and recommend creative new programs, and ensure ongoing enhancement and optimization of existing programs. Develop and implement a plan of strategies and goals, and negotiate with others in order to meet objectives as necessary. Identify, evaluate, cultivate, and solicit prospective donors from all available target groups. Oversee programs which recognize and reward donors and benefactors. Maintain communication with the department and between divisions in order to share information and resources, and to coordinate efforts. Produce and present status and progress reports. Identify, recruit, train, and manage a large team of volunteers. Offer expertise and guidance to others with regards to effective means of establishing productive donor relations. Perform administrative duties related to the position including fiscal and material resource management and human resources duties.

Primary Duties And Responsibilities: Serve as the primary liaison between the department/unit, volunteers, donors, administrators, and other individuals and groups in order to encourage maximum support for the University's top priorities.

Design and recommend effective and creative new programs which serve to expand support for the University, and develop a framework for the ongoing enhancement and optimization of existing programs in order to ensure their success and maximize benefits.

Develop and implement a plan of strategies and goals. Persuade and negotiate with others in order to meet objectives as necessary.

Identify, evaluate, cultivate, and solicit appropriate prospective donors from
all available target groups, including alumni, staff, faculty, students, parents, community members, etc. New prospects may require a great deal of creative cultivation.

Oversee programs which serve donors and benefactors through acknowledgement, recognition, and stewardship, in order to support the department's fund-raising objectives.

Maintain communication within the department and among other divisions as appropriate in order to share information and resources. Coordinate the solicitation of donors with other staff in the department. Produce and present status reports to interested parties. Meet with supervisors in order to review objectives and to resolve unusual or significant problems/issues.

Identify, recruit, train, motivate, and manage a large team of national and international volunteers to assist in fundraising efforts.

Offer expertise and guidance to others with regards to effective means of establishing productive donor relations and maximizing the outcome of fundraising initiatives.

Manage fiscal and material resources as necessary. Perform administrative duties related to the position including budgeting, correspondence, and human resources duties such as hiring/firing and training.

Undertake other duties as required in support of the unit or department.

**Required Background:** University degree with substantial related experience. Experience in a fundraising environment is required, and a demonstrated track record of success in campaigning or a related venture is preferred. Experience in other related areas such as project management or public relations. Specialized experience relating to the particular fundraising project may be required. Knowledge and understanding of Queen's culture and organization is highly desirable. Incumbent must possess excellent organization and communication skills, as well as a highly-developed set of interpersonal skills which facilitate effective and productive work and relations with a wide variety of individuals in many different contexts. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that may be required in the performance of job duties include:

Ability to communicate effectively (verbal and written) in a concise, creative, and persuasive manner. Interpersonal skills in order to interact with a variety of individuals at many different levels.

Ability to organize, motivate, and work constructively with staff, students, and volunteers. Ability to facilitate groups of people to work towards a common goal.
Ability to provide project leadership to many individuals with diverse interests and objectives. Skills in diplomacy and negotiation to mediate between these individuals.

Ability to fulfill the needs of the assigned unit while working as a team with other staff in the department.

Sound knowledge of relevant computer programs and ability to adapt new technologies to meet the needs of the department or to improve facilities or services.

Ability to compile, organize, analyse, and interpret large amounts of data. Ability to design and implement effective processes to ensure data integrity.

Ability to maintain confidentiality.

Ability to set and measure progress against goals and objectives.

Marketing skills and understanding of demographics.

May require ability and willingness to travel extensively or work non-traditional hours.

**Decision Making:** Examples of the types of decisions regularly made on the job:

Determine which new programs or projects may be implemented and recommend strategies to increase the likelihood of their success in order to maximize support for the unit/department or University. Decide how to modify existing programs in order to make them more successful and efficient.

Decide on optimum strategies to promote program growth while maximizing available resources. Determine what systems/measures can be put into place to increase support.

Determine when it is appropriate to involve top supervisors, administrators, and volunteers in a particular fund-raising initiative.

Recognize when to call on other staff members or volunteers to take advantage of their expertise, to share information and resources, and to coordinate development and advancement efforts.

Recommend most effective targeting strategy and communication methods in order to contact various groups for cultivation and solicitation.

Decide how best to organize available time and resources in order to maximize efficiency. Determine what work to delegate to junior staff or volunteers based on their strengths and abilities.

Determine how to deal with complaints and how to resolve disputes.
Recognize when a major issue should be brought to the attention of senior management. Answer questions and respond to concerns in a timely and diplomatic manner.

**Supervisory Responsibilities:** May be supervisory duties in some positions. Supervisory duties may include delegation, hiring/firing, disciplining, and conducting performance appraisals.

_Last update: December, 1999_