



*Last Updated: June 2024*

## **Job Title**

# **Senior Manager, Fundraising Systems**

## **Impact Statement**

The Senior Manager, Fundraising Systems leads the Fundraising Department's systems and donor support services fostering a strong data-based culture. They are a change management leader, implementing with skill and detail, creating efficiencies, and good business processes that support revenue growth.

The Senior Manager, Fundraising Systems oversees the Fundraising CRM(s) and reporting systems to ensure MSF Canada team members are enabled to carry out their specific program plans and goals effectively. The position is responsible for the optimal use of Fundraising systems, smooth integration of related systems, and overall data management. This position supports donor services by being ultimately responsible for the operation, maintenance, and enhancement of the donor systems.

## **Key Responsibilities**

- Collaborates with staff to inform fundraising strategy and budgeting through data analysis
- Ensure timely and accurate reporting for all Fundraising departmental levels operational needs. Supervise all data analysis including but not limited to correlation, impact, distribution, trending and projection
- Develop and implement new reporting and analytics strategies to support the Fundraising department's needs.
- Identify, plan, and co-ordinate projects
- Manage and improve the operations of the Fundraising systems unit
- Lead the ongoing improvements to Fundraising systems, introduce changes to increase efficiency and effectiveness
- Manage staff training on CRMs and reporting tools

## **Job-Specific Competencies**

### **Strategic Leadership and Execution**

- Work with the Director of Development and budget holders, to set goals, objectives, and metrics including developing annual plans, strategies, and budgeting for the Fundraising team
- Understand the needs of stakeholders for data use, analysis, and quality
- Connect directly with budget holders to make sure that each department is aligning with the Fundraising team's annual plan, identify any discrepancies and help managers to adapt their strategies accordingly
- Explain solution trade-offs to stakeholders to shape and influence decisions
- Meet regularly with budget holders to discuss reporting needs such as revenue and budget tracking and reporting improvements keeping in mind overall departmental and financial targets
- Keep up with research, fundraising and tech trends and opportunities for improvement

### **People Leadership**

- Hire and develop the Fundraising systems team members, help them achieve their goals, create high performance, build a collaborative culture based on trust, respect, recognition and mutual accountability
- Manage new staff on-boarding, learning, assessments and trainings
- Are accountable for team results, and cultivating a sense of accountability in others
- Provide efficient and accurate ways of producing work deliverables
- Balance people needs with strategic and operational business priorities
- Design, measure, and monitor staff performance
- Be a role model, inspire and motivate others, and create a work environment that reflects core values of humanity, integrity, and results

### **Relationship Building**

- Communicate with Finance on budget and expense monitoring and work with them on monthly reconciliation
- Provide reports to MSF's International Fundraising Analyst as the main contact
- Develop and sustain relationships with key stakeholders across departments
- Manage the data strategy unit vendors/consultants' relationships
- Find ways to improve external stakeholders relations to better meet needs

### **Data Analysis and Reporting**

- Manage the collection, verification, maintenance, processing, evaluating and reporting of data
- Create quality control measures and reports for data integration reliability
- Manage all data analysis including but not limited to: correlation, impact, distribution, trending and projection
- Manage and suggest enhancements to data models and data flows
- Extract insight from data and use this information to effectively change initiatives. Identify trends, patterns, and predict outcomes, and apply them in useful ways
- Serve as a champion for data and technology, prepare supporting business documentation and work alongside IT for technical implementations.
- Provide guidance on use of all reporting tools, use data to tell a meaningful story and share actionable recommendations

### **Operations and Project Management**

- Manage Fundraising CRMs
- Work with IT to find technological solutions to create optimal infrastructure to meet the Fundraising department's requirements
- Plan, organize and oversee projects related to new technologies such as system integrations and projects related to better use of existing applications
- Predict and reduce challenges, risks, and business interruptions caused by change initiatives
- Develop a strategy and lead projects to make self-service reporting accessible to end users
- Coordinate with IT on Fundraising system changes, integrations and enhancements.
- Evaluate change impacts and communicate effectively any necessary changes
- Ensure data stored in the systems is well secured, data privacy policy is adhered to and enhance security mechanism on an ongoing basis with the help of IT
- Ensure efficient use of resources, including responsibility for budget, contracts and suppliers, proposing new strategies or drafting proposals in anticipation of future needs
- Be accountable for the execution of the Annual Plan for the Data Strategy unit and propose route correction when needed
- Communicates clearly team/department goals internally and externally.
- Predict and reduce challenges and disruptions for the Data unit

### **Core Competencies**

- **A Commitment to MSF's Principles;** Proficiency Level 1: Demonstrates knowledge of and accepts MSF's principles
- **Cross-cultural Awareness;** Proficiency Level 3: Demonstrates an integrating attitude

- **People Management and Development;** Proficiency Level 3: Works on the growth and development of team members
- **Planning and Organising;** Proficiency Level 4: Enables others to organize
- **Strategic Vision;** Proficiency Level 3: Plans actions geared towards achieving objectives
- **Analytical Thinking;** Proficiency Level 4: Makes complex plans and/or analyses

### Knowledge and Experience

- Professional experience in data analytics and information systems, with familiarity with database query, data mining and technologies and/or statistical packages
- Excellent written and oral communication skills , with the ability to explain and communicate data insights in plain language to diverse actors
- Fundraising background with data analysis experience for donor/vendor pipelines.
- Experience with visualisation dashboard tool (such as PowerBi, Tableau)
- Strong knowledge of technology tools and systems
- Experience in successfully leading a diverse team, enhancing motivation, development, and performance through constructive feedback

### Education, Certifications, and Languages

- Degree in business analytics, statistics, or information systems or equivalent professional experience
- Proficiency in the English language

### Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time), some weekends and evenings may be required
- Hybrid work model (40% in MSF Canada office and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen
- High levels of stress and/or pressure

### Job Information

**Position Level:** Senior Manager

**Department:** Fundraising Systems, Fundraising

**Position Status:** Permanent

**Activity Rate:** 100%, 37.5 hours per week

**Location:** Toronto

**Salary Grade:** Level 17 on the MSF Canada Salary Grid, \$99,271.00 per year

**Status:** Must be legally authorized to work in Canada

**Benefits:** Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

### Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.