

**Boyden Executive Search Contact**

Lisa Vuona | 508.320.6445 | lvuona@boyden.com

Jill Coran | 617.548.6447 | jcoran@boyden.com

Position Summary

Reporting to the AVP of Development Operations and Services, the Director of Operations and Team Engagement will play a critical role supporting fundraising objectives and strengthening operational processes across the division. The Director will lead initiatives that cultivate a strong, collaborative culture by creating purposeful shared experiences – such as staff meetings, retreats, and social gatherings – while promoting a shared understanding of departmental strategy, goals, and addressing knowledge gaps through personalized professional development opportunities. Serving as a key connector across teams, this position will help align department-wide strategy, build consensus around policies, procedures, and fundraising goal reporting, and support the efficient and effective achievement of fundraising targets.

In partnership with the HR Partner, the Director will strategically connect professional development planning to overall division growth and continuing education. Responsibilities include curating and delivering training curricula for departmental and team meetings by leveraging a mix of industry resources (e.g., CASE, AASP, EAB, APRA, ADRP, AFP, etc.), consultants, and internally developed content from GTHR. The role will advise and counsel Development and Executive Leadership and collaborate closely with the HR Partner, university faculty and staff, alumni, and Development leadership and staff. This position will also provide direct supervision of assigned staff.

Responsibilities

- Make content recommendations for all staff meetings, ad hoc trainings, and staff retreats, bringing industry best practices to the Development division.
- Build a Development onboarding program, curating personalized welcome programs and introductions to the Division that may include an introduction to Development as an industry; an introduction to the Development divisions at GT (e.g., leadership structure and where the role fits within the organization); onboarding meeting recommendations and scheduling with Development division leaders; and liaising with hiring managers to plan for the first six months of an employee joining the team.
- Develop plans and objectives to ensure the success of operational processes while working with departments across the division to build mutually beneficial relationships, improve communication and collaborative teamwork, and increase campus understanding of development fundraising processes.
- Coordinate planning and status updates or meetings for reporting analysis, process implementation, and project timelines.
- Anticipate the needs of supervisors and department staff to help them stay focused on fundraising goals and project initiatives by identifying and resolving operational issues before they arise.
- Assist in the development, facilitation, or management of Development fundraising division and program objectives by building departmental expertise with Development Operations, maximizing effectiveness, efficiency, timeliness, accuracy, and return on investment (ROI).
- Coordinate with DEV's Vice President, AVP Operations and Services, DEV Cabinet, Senior Leadership Team, and managers throughout the division on professional development opportunities related to the development and philanthropic industry, proactively identifying growth and learning paths for individuals in both operations and frontline roles.

- Oversee the Development Culture Committee to foster a healthy, productive work environment and manage a comprehensive staff welcome program.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge

- Knowledge of applicable database.
- Experience working in Development operations, human resources, or talent management.
- Knowledge of and experience with Microsoft Office applications (especially Word, and Excel).
- Knowledge of One USG preferred.
- Ability to collaborate and work with varied experienced level of professionals for strategy or confidential discussions. Exceptional written and oral communication skills.
- Thorough knowledge of Development as in industry, with deep understanding of how the operations teams supporting frontline activity increase the efficiencies and effectiveness of frontline productivity.

Skills

- A proven record as a successful manager.
- An open and collaborative leadership style.
- Excellent communication, project, and management skills.
- Excellent analytical thinking and computer-based critical thinking skills.

Abilities

- Willingness and ability to learn additional technologies as needed.
- Ability to take initiative, use sound judgment, and ask questions as needed.
- Ability to manage, and maintain sensitivity to, highly confidential information.
- Ability to lead groups and projects as well as function as part of an integrated team.
- Ability to deliver results within the established timeframes while managing multiple priorities.
- Ability to operate independently and as part of a team - this position will collaborate closely with staff across the department.
- Demonstrated ability to work independently, prioritize work and manage diverse and competing priorities while meeting deadlines.
- Strong organizational and analytical skills with ability to initiate, analyze, and monitor plans that support the goals and objectives for the division.
- Ability to communicate with a broad range of personalities with tact and diplomacy and capability of creating connections or consensus between and among individuals and teams.

Required Qualifications

- Bachelor's degree in business, finance, or a related field, or an equivalent combination of education and experience.
- 3–5 years of relevant experience, including supervision and leadership.

Preferred Qualifications

- 5–7 years of experience in development operations, administrative services, human resources, or a related field.
- Experience in an independent school, college, university, or academic setting preferred.

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Lisa Vuona, Partner
lvuona@boyden.com
M +1 508.320.6445

Jill Coran, Principal
jcoran@boyden.com
M +1 617.548.6447

About Boyden

Founded in 1946, Boyden global executive search was the first firm to focus entirely on retained executive search. Others would soon follow, using many of the basic tenets and principles that Sidney Boyden put in place: maintaining a strict code of ethics and standards; establishing a global presence; creating uniform processes; and working with highly experienced business partners. These aspects of Sidney Boyden's vision are still in use today.

Boyden continues to be a leader in the executive search industry. Through the ever-expanding use of cutting-edge technology, while always adhering to strict ethical standards, we remain true to our rich heritage as the founders of retained executive search. We cover the globe with over 70 offices in more than 40 countries, led by resident professionals adept at working in a global economy. We are poised to help our clients find the people who will lead them today and into the future. In addition to retained executive search, Boyden works with clients seeking advice regarding their Boards. We also assist clients with interim management and leadership assessment.

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