



JOB DESCRIPTION

Title: Research Officer

Reports to: Head of Research

Main Purpose of the Job

To provide quality fundraising research to the Development & Advocacy department, contribute to the fundraising prospect pipeline and assist in the delivery of income and targets.

To manage donor and prospect information on the ROH database and SharePoint site.

To utilise research tools and software products to contribute to the productivity and efficiency of the department's fundraising function.

To supervise, develop and act as mentor for Development Assistant apprentice.

To train incoming employees in research tools and software as needed.

To uphold a culture of continuous development and continuous improvement.

Main Responsibilities

Working to the priorities set by the Head of Research:

Research Activities

- To use existing expertise in research field to provide high quality fundraising research profiles for the D&A department staff, the Chief Executive's office, other ROH Trustees, donors and volunteers.
- Liaise with the fundraising teams to help identify potential targets for extended research and advise on subsequent level of approach.
- Make effective use of wealth estimation software to enable teams to confidently plan approaches.
- Attend meetings and training with software providers to achieve maximum advantage from digital product subscriptions.
- Gain knowledge of sector remuneration and build a knowledgebase to benchmark earnings across different sectors.

- Advise on the reliability of financial data and subsequent use by the fundraising teams.
- Gather and evaluate information to assist in the production of research profiles such as information relating to wealth and ability to become an ROH donor.
- Manage profiles and other donor information on the CRM database, ensuring that all data is up-to-date and accurate.
- Attend event debrief meetings with all teams to ensure the ongoing effectiveness of information provided.
- Follow department guidelines on GDPR and confidential data and keep up with all new developments in these areas.

Teamwork

- Develop a good understanding of the work and priorities of other teams and their lead times in relation to any research requests.
- Supervise and mentor Development Assistant apprentice. Support apprentice in professional development.
- Develop good working relationships with all team members and all key points of contact in the department.
- Maintain a good overview of customer needs and urgent requests to prioritise workflow.

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations
- Represent the team at Department level.
- Keep in touch with best practice and any updates as relevant to the role.
- Manage own learning and continuous professional development relevant to the role; undertake any learning as required.
- Support a culture of information sharing, collaborative working and team working
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion.
- Contribute to a culture of innovation and continuous improvement.

PERSON SPECIFICATION

Essential Knowledge/Skills and Experience

Research Skills

- Minimum one year's experience of prospect research methodologies and prospect management processes.
- Minimum one year's experience with relational databases and online search tools with ability to learn new tools and methods.
- An ability to identify key points from multiple sources and large amounts of information and present findings in a clear and concise written form.
- Keen eye for detail and very meticulous in all operations.
- Experience of handling sensitive information confidentially and with discretion, especially relating to high profile individuals.
- Ability to gain an overall understanding of the work of the department to support the team's activities.

Organisation Skills

- Ability to plan own workflow with good organisational and time management skills.
- Highly proficient Microsoft Office user, including Word and Excel with the interest and ability to learn new systems.
- Demonstrable skills in working with databases and resource sources at in-depth level.
- Ability to check data, proofread and ensure high quality, accurate output.
- Accuracy and attention to detail.
- Able to deliver consistently to a busy workload.
- Commitment to delivering a high standard of work and service.

People Skills

- Ability to mentor, provide guidance essential.
- Good verbal communication skills, excellent customer service and a helpful manner.
- Respect for confidentiality, able to communicate with tact and diplomacy.
- Strong team player, able to forge good working relationships with all colleagues and contacts.

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

