



Fundraising Operations Officer

Do you want to be part of a dynamic team that is making significant impact on the advancement of healthcare on Vancouver Island? If so, Victoria Hospitals Foundation may be your next opportunity!

The Victoria Hospitals Foundation (VHF) works in partnership with Island Health to enable donations to every area of care at Royal Jubilee, Victoria General, and Gorge Road Health Centre. As Island Health's charitable partner, we raise donations for medical equipment, special projects, education, and research. VHF donors fund an incredible 40% of the equipment in Victoria General and Royal Jubilee hospitals.

In 2023/24, over \$15.4 million was raised to support our hospitals, including gifts from over 6,600 donors. Since 1989, the Victoria Hospitals Foundation has raised more than \$209 million to benefit our hospitals. Our community has generously funded thousands of pieces of urgently needed medical equipment and special projects to help these hospitals provide care to all 885,000+ residents of Vancouver Island.

We have an exciting opportunity for a **Fundraising Operations Officer** to join our team! This full-time permanent role is accountable for the data, technology, and operational procedures that supports much of our fundraising activities including direct response programs and events.

Reporting to the Director of Development, our ideal candidate embraces technology, has an aptitude for data analysis, has experience working in the not-for-profit sector, has excellent organizational skills and is able to work independently and as part of a team. Central to this role is the coordination, analysis, and use of fundraising data to support strategies of the Victoria Hospitals Foundation. Task management will be key as this position, within the fundraising operations portfolio, will work cross-departmentally with all teams in the organization.

Key Responsibilities:

- In consultation with team members, create segmented donor lists for direct mail, newsletter, and email programs.
- Perform detailed data analysis of our fundraising campaigns and appeals.
- Generate and review accurate donor lists for a variety of initiatives.
- Design, implement, and document donor management system and database processes.
- Support the maintenance of donor records within the Raiser's Edge NXT database.
- Create, maintain, and produce lists, reports and analytical dashboards for each appeal to assist our front-line fundraisers.
- Collaborate with and lead other team members to execute data projects and implement processes and new technologies.

- Lead data and process automations and integrations between different data sources and technology platforms.
- Serve as a representative of the Victoria Hospitals Foundation.
- Be accountable for achieving goals and maintaining project timelines.

Qualifications:

- A degree, diploma or certificate in a related discipline or an equivalent combination of experience and education
- 3+ years of similar work experience
- Deep knowledge of data analysis and interpretation, and the ability to communicate the story behind the numbers to a variety of audiences
- An analytical mindset
- Proficiency at prioritizing and managing diverse and changing projects
- Prior exposure to a variety of fundraising appeals including direct response, major gift relationship fundraising, and events
- High attention to detail
- Demonstrated experience using Raiser’s Edge NXT software, or a comparable donor management system
- Experience using Microsoft Power Platform is an asset.
- Demonstrated initiative and the ability to work with minimal supervision to organize and manage numerous projects simultaneously with excellent follow-through skills to meet tight deadlines.
- Personal integrity, sound judgment, a customer service orientation and a sense of humor are characteristics that will contribute to success in this position.

Flexible work arrangements may be available including a combination of in-office and at-home work.

Total Compensation Package:

The base salary hiring range for this position is \$61,320 - \$71,000.

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This salary is based on a 37.5 hour workweek.

The total compensation package also includes a comprehensive extended benefit package starting immediately, and participation in a defined benefit pension program after 3 months. The time off program includes 4 weeks of vacation per year, paid sick time and other time off to support personal wellbeing. A hybrid work situation may be considered based on experience in the position.

About Us:

Our team is highly collaborative with a strong connected purpose. We are passionate about supporting the health and well-being of our community through philanthropy and deeply care about the health of our hospitals. Our team is innovative and approaches feedback as an

opportunity to learn and grow, seeking understanding of different perspectives. We lead by example, hold ourselves to a high standard of professionalism and share the same core values: **Embody trust; Champion Island care; Foster meaningful donor journeys; Elevate and celebrate everything we do.**

Join Us:

We welcome qualified candidates to submit a detailed cover letter and resume to VHFHR@islandhealth.ca. This position will be open until successfully filled. Interviews will be scheduled as applications are received. A full job description is available upon request.

Please include **“Fundraising Operations Officer”** in the subject line.