



Director, Development
Systems & Analytics

Robin Hood

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BOSTON | NEW YORK

Robin Hood seeks a motivated and experienced Director, Development Systems & Analytics to lead pipeline and prospect development, management, and research.

About Robin Hood

Founded in 1988, Robin Hood finds, fuels, and creates the most impactful and scalable solutions lifting families out of poverty in New York City. The largest poverty fighting organization in New York City, Robin Hood partners with top nonprofits in New York City and invests in legal services, housing, meals, workforce development training, education programs, and other vital services that give New Yorkers in need the tools they need to build better lives. The programs it funds are often the first of their kind and serve as demonstration models to identify what works before being replicated in other cities. Because its Board of Directors covers 100% of all administrative, fundraising, and evaluation costs, every dollar donated goes directly to organizations helping New Yorkers in need.

While Robin Hood's primary focus is on New York, its impact extends far beyond the borders of the city. Its pioneering, metrics-based approach has become the gold standard for charities around the nation as Robin Hood works to understand and evaluate the impact of its partners to ensure that its philanthropic dollars are utilized to maximum impact. Robin Hood also supports its community partners and their leaders with financial and strategic support and management assistance that allows those organizations to maximize their impact.

Building on their 35 years of experience, Robin Hood is expanding their impact with an explicit focus on lifting families sustainably and measurably out of poverty through supporting the most effective community partners; influencing public policy; raising their thought leadership profile; importing and exporting effective ideas and strategies nationally; and building new collaborations with strategic partners. As New York City emerges from the worst of the global pandemic, they are focused on getting families back on their feet; getting kids back on track; and getting New Yorkers back to work.



Robin Hood also understands that if they are to support families living in poverty and find permanent pathways out of poverty and towards financial independence, they must become an effective partner with government, especially at the City and State levels. They do this by leveraging the expertise of those who are closest to the challenges of poverty, including community members, community-based organizations, and others with specialized skills and knowledge. Robin Hood also aims to collaborate with New York City government to fund program and policy innovations that hold the promise of expanding economic opportunity in New York City – providing nimble “risk capital” for high-potential strategies. In this way, they seek to leverage Robin Hood's philanthropic investments by finding ways to advance the highest-impact strategies at scale.

Given its long-standing reputation among influencers and support of over 200 New York City non-profit organizations, Robin Hood has the unique ability to be a catalyzing force for households experiencing poverty, bringing distinct constituencies together to develop and spread the most effective strategies to advance economic mobility in New York City and beyond.

For more information about Robin Hood, please visit www.robinhood.org

About Diversity, Equity, and Inclusion at Robin Hood

Robin Hood is committed to promoting diversity, equity, inclusion, and representation in all aspects of its work and believes that building a diverse team is fundamental to its ability to effectively serve and strengthen organizations serving the most vulnerable communities in the city, and to influence the policies that affect them.

Robin Hood's practices, values, traditions, and beliefs are embedded in the inclusive culture that it creates. Operationally, its formal and informal structures support a work environment that advances the professional development of staff at all levels, allows for innovation, and grounds its work as poverty fighters.

In its workplace, diversity equals representation. Robin Hood seeks to attract and retain a staff that reflects the communities that it serves. Racial and ethnic diversity matter to it, as does diversity among other cultural identifiers (ability, educational background, generation, gender, gender expression religion, immigration status, military status, sexual orientation, socioeconomic status).



Diversity within Robin Hood's staff is enhanced by its efforts at meaningful inclusion. It ensures that team members are empowered to make decisions, offer actionable feedback, and share credit for team success. Further, Robin Hood seeks to develop its talent professionally and has created an intentional focus on mentorship and sponsorship, particularly of junior staff. its goal is to encourage long term talent retention and engagement, while fostering a culture of innovation.

About the Opportunity

The Director, Development Systems & Analytics will lead and oversee pipeline and prospect development, management, and research in support of Robin Hood's ambitious fundraising program to achieve its mission of elevating New Yorkers out of poverty. The Director will be responsible for building, implementing, and refining systems and processes to maintain a robust donor pipeline across all giving levels, providing actionable insights to support frontline fundraisers. The Director will create and manage the processes supporting overall donor pool management and collaborate with frontline fundraisers to ensure they have the systems and support to advance donor relationships. Additionally, the Director will play a key role in developing and reporting out on Key Performance Indicators (KPIs) and reports to measure the progress and success of fundraising efforts. The Director will be focused on the management and organization of donor data for the organization and ensuring that Salesforce and other systems are serving the needs of the organization.

This person will lead a team of four, with two direct reports: the Senior Manager, Research and the Senior Manager, Development Operations & Analytics. This role will report to the Managing Director, Development Operations and Analytics, Diane Collingham, and will work collaboratively across the Development, Marketing, and Events team.

The ideal candidate will be an entrepreneurial development operations professional who enjoys building new systems and processes and is excited to contribute to Robin Hood's mission of helping New Yorkers escape poverty permanently.

Key Responsibilities

Moves Management and Prospect Strategy

- Develop, implement, and oversee a system to help ensure prospects are moved efficiently and successfully through the fundraising cycle.
- Develop robust and appropriately sized portfolios and utilize industry best practices to develop and implement strategies and processes to rate, identify, assign, and track major, leadership, and planned gift prospects.
- Develop and implement systems for effectively tracking and managing pipelines and prospects to ensure donors are moving efficiently and successfully through the fundraising cycle.
- Provide detailed analysis and insights on donor portfolios, highlighting trends, opportunities, and challenges to inform strategic decisions.
- Develop strong relationships and collaborate with frontline fundraisers to provide regular consultation on pipeline strategy, strengthen and review portfolios, and integrate prospect research findings and pipeline management insights into fundraising and engagement strategies.
- In collaboration with the individual giving team, drive the increase of prospect discovery activities, and provide data analysis to inform strategy and moves for current, lapsed and new potential donors
- Ensure frontline teams have the tools necessary to support prospect management and moves management operations, including evaluation and prioritization of all prospect portfolios and prospect pipelines.
- Identify additional fundraising performance metrics and other management reports.



Prospect Research and Discovery

- Develop, implement, and manage formalized policies and procedures for the research and evaluation of current and potential donors in support of various fundraising initiatives.
- Create processes to map network connections and relationships in order to identify strong potential prospects through various donor networks and fundraising campaigns across the team.
- Oversee proactive and reactive prospect research and briefings on key prospects, including gift potential, affinity, readiness to give, special interests, and connections to Robin Hood
- Ensure donor/prospect research projects and data collection conforms to ethical principles, confidentiality requirements, and public information laws.

Reporting and Analytics

- In partnership with the Managing Director, Development Operations and Analytics, develop and oversee reports and KPIs related to fundraising performance.
- Provide strategic direction and oversight for analysis of pipeline activity and movement to drive strategic planning across development.

- Meet regularly with frontline fundraisers and development leadership to review management reports and analyses, discuss progress toward division, department, and individual goals, and anticipate future prospect needs.
- Manage and conduct post-event analysis of fundraising events, including donor engagement metrics, donor interest levels, and potential new prospects, providing insights for future prospect development strategies and identifying areas for improvement.
- Ensure that the Development, Marketing, and Events team members understand these metrics and use them to advance and refine their work.

Leadership and Management

- Lead a team of four, with two direct reports, and develop staff members' skill sets through mentoring, coaching, and training.
- Contribute to high-level strategic discussions relating to campaign goals, prospects, portfolios, and pipelines, by providing analyses, reports, and other input for decision-making.

Key Qualifications

- A minimum of ten years of demonstrated experience in prospect analytics, research and discovery, and portfolio development.
- A minimum of five years of staff management experience.
- Commitment to Robin Hood's mission.
- Understanding of major gifts fundraising practices and best practices in portfolio assignment and management as well as prospect research.
- Experience utilizing data modeling and data analytics.
- Willingness and excitement to build new systems and processes.
- Excellent ability to navigate, utilize, and manage a donor CRM, as well as other tools that support prospect research; experience in Salesforce is preferred but not required.
- Exceptional project management and execution skills.
- Self-starter skilled at completing tasks with minimal support.
- Strong analytical, organizational, and communication skills.
- Entrepreneurial with the ability to exercise flexibility and adaptability.
- Team player and collaborator; willingness to jump in where needed while staying positive.
- Understanding of New York City philanthropy and/or the financial sector of added value.
- Confidence in donor-facing support and issue resolution.
- Strong critical-thinking skills with the ability to define and refine questions to produce meaningful data interpretation.



All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law.

Compensation

Robin Hood provides a competitive compensation package with extensive benefits, including medical, dental, vision, and life insurance. Employees benefit from a 403(b) retirement plan match and an additional employer contribution to a 401(a) retirement plan. Robin Hood supports a healthy work-life balance, offering new hires 20 days of accrued paid time off.

The salary range for this role is \$151,000 to \$160,000 and is eligible for a performance-based bonus.

To express interest, please submit your cover letter and resume in confidence [here](#).

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