



## **JOB POSTING – Manager, Global Fundraising Operations**

<b>Organization:</b>	Right To Play International
<b>Department/Division:</b>	Global Fundraising - Headquarters
<b>Work Location:</b>	Toronto, Canada or London, UK
<b>Work Arrangement:</b>	A combination of in-office and remote-working in accordance with Right To Play's work arrangement and the operational needs of the department
<b>Authorized to work in:</b>	Canada or UK (Eligible to work legally without requiring sponsorship or work permit)
<b>Target Hiring Range:</b>	CAD 63,000 – 68,052 / GBP 38,000 – 42,804 per annum (dependent on successful candidate's work location)
<b>Target Start Date:</b>	Immediate
<b>Contract Duration:</b>	Full-time / Permanent
<b>Application Closing Date:</b>	Open until position is filled

### **ABOUT US:**

Right To Play is a global organisation that protects, educates and empowers children to rise above adversity through the power of play. We help millions of children each year to stay in school and out of work, to prevent life-threatening diseases and to stay safe from exploitation and abuse. We are the leading global development organization that uses play to transform the lives of children and youth impacted by poverty, war, disease and inequality.

Established in 2000, Right To Play reaches children through experiential programming in 15 countries in Africa, Asia, the Middle East, and North America. These programs are supported by our headquarters in Toronto, Canada; London, UK and seven national offices across Europe and North America.

With a shared passion for our mission, our Culture Code guides how we act and interact based on five core pillars:

- **Accept Everyone** – *Be intentional about inclusion*
- **Make Things Happen** – *Seek opportunities to lead and innovate*
- **Display Courage** – *Act with integrity*
- **Demonstrate Care** – *Look after yourself and one another*
- **Be Playful** – *Have fun at work*

Please visit [our website](#) to learn more about who we are and what we do, and [watch this video](#) to find out about the five pillars of our Culture Code.

## ROLE SUMMARY:

Reporting to the Director, Donor Engagement and Stewardship, the Manager, Global Fundraising Operations will coordinate all operational and financial integration of processes between Global Program Partnerships, National Offices (NOs), and Country Offices. You will assume the responsibility to lead and serve as the liaison between NOs, the Global Fundraising team, and Global Support Departments (Finance, People and Culture [P&C], IT, Strategy and Planning). Additionally, you will provide high-level analysis by cross-collaborating with many teams while supporting reporting requirements.

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## WHAT YOU'LL DO:

### #1: Global Fundraising Team Support (25% of Time):

- Collaborate with cross-functional teams to document business processes and workflows within the CRM system with the goal of disseminating best practices for CRM utilization, enabling consistent practices globally across the organization.
  - Support the analysis of data as it relates to fundraising efforts such as optimizing donor journeys, moves management, and pipeline management
  - Collaborate across teams on the CRM ticketing system and ensure timely and effective resolution of user inquiries and issues as it relates to fundraising efforts.
  - Coordinate user group calls to introduce and train team members on new CRM upgrades and enhancements.
  - Proactively communicate upcoming changes, benefits, and improvements to foster enthusiasm and engagement among users.
  - Prepare slides and data for the International Board of Directors and their Development Committee, as well as other key internal stakeholders
  - Overview update of Risk Registers for National Offices and coordinate inputs from FR for Global risk register, in collaboration with Strategy and Planning team
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### #2: Streamline Financial Operations (25% of Time):

- Lead on the fundraising forecast exercise, with a goal to move to automation, and integration of processes between Global Program Partnerships, National Offices, and Country Offices, as well as restricted and unrestricted fundraising.
  - Support the FR financial reporting process, provide clarity as a liaison between National Offices/Global FR team and Finance, and provide a high-level analysis to management
  - Manage timelines and communication across teams and with management, as well as organize follow-up, and a calendar of meetings to discuss approvals or troubleshooting
  - Serve as point of contact for fundraising budgeting and implementation plans processes (revenue and expenses), which includes global data consolidation, evaluating organizational dependencies and requests with respect to costs, resources, and strategic alignment.
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### #3: Collaborate on PowerBI Reporting Functionality (25% of Time):

- Identify new requirements, coordinate with Global Fundraising team to define priority, liaise with Strategy and Planning Team
- Onboard, train, and usage support
- Drive adoption and usage of new reports
- Ensure alignment on both unrestricted and restricted processes
- Provide analysis of reports to management on agreed schedule
- Support teams in assembling their own visualizations

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### #4: Implementation of Operational Efficiencies (20% of Time):

- Lead the NO operations efficiencies Community of Practice
- Lead the National Office (NO) operational efficiencies project by identifying key priorities on a rolling basis in partnerships with team members and NO staff, as well as implementing solutions in strong collaboration with global departments
- Keep the overview of the NO board meeting calendar
- Serve as point of contact for Global Fundraising and NO teams for operational questions and issues, and lead on initiatives or projects to find solutions
- Update the Global Fundraising Calendar with relevant deadlines
- Ensure bi-annual meetings between Finance, P&C, IT are happening with National Directors

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### #5: Perform Other Duties as Assigned (5% of Time)

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## WHAT YOU'LL BRING (ESSENTIAL):

### EDUCATION/TRAINING/CERTIFICATION:

- University degree in accounting, business, finance, or related field

### EXPERIENCE:

- 5 years of operations experience with an emphasis in finance
- Experience with data visualization tools such as Power BI
- Experience using Microsoft Dynamics and/or other CRM systems
- Experience supporting SaaS based solutions including Microsoft Dynamics
- Experience with data management
- Experience documenting and maintaining configuration and process information

### COMPETENCIES/PERSONAL ATTRIBUTES:

- Strong project management and time management skills
- Presentation and communication skills



- Ability to engage colleagues from different departments, cultures and motivate teams and users towards the same goal
- Strategic thinking skills, prioritizing key projects and identifying roadblocks and solutions to achieve organizational fundraising goals
- Outstanding prioritization skills and supporting stakeholders to focus on key deliveries of projects
- Strong data analysis skills

#### LANGUAGES:

- Fluency in spoken and written English

#### BONUS IF YOU'LL BRING (NOT ESSENTIAL):

- Experience in fundraising operations and fundraising related CRM systems
- Experience in not-for-profit environments and working in a global context
- Experience working in a small team with changing priorities

#### WHAT YOU'LL GET:

The opportunity to collaborate with an innovative global team who are passionate about working with children and youth. You will gain experience working for a globally recognized organization with a healthy culture premised on our Culture Code (**accept everyone, make things happen, display courage, demonstrate care and be playful**). You will be immersed in an environment where learning and development is encouraged and valued, and “play” is appreciated as a core avenue to building community.

- Competitive salary and benefits
- Flexible work arrangements (e.g., work from home and flex hours)
- Up to 5 personal learning and development (L&D) days per year
- Annual learning week
- Annual staff recognition awards
- Opportunity to connect with employees across our offices (e.g. Facebook Workplace)
- Opportunity to engage in global projects and initiatives
- Wellness programs
- Playful activities and events

#### HOW TO APPLY:

If you are interested in applying for this position, please apply with your resume and cover letter in English via the application link.

**Application Link:** <https://righttoplay.hiringplatform.ca/128512-manager-global-fundraising-operations/509560-application-form/en>



Phone: + 1 416 498 1922



Mailing Address: PO Box 108, Toronto Adelaide Retail, Toronto, ON M5C 2H8  
Street and Courier Address: 43 Front St E, Unit 200, Toronto, ON M5E 1B3



Website: [righttoplay.com](https://righttoplay.com)



While we thank all applicants for their interest, only those selected for interviews will be contacted. **Shortlisting of applications will begin immediately, and interviews may be held before the closing date.**

Right To Play provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. As such, we encourage groups who have been historically disadvantaged with respect to employment to apply for positions at Right To Play. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We value and promote a culture of diversity, equity, inclusion, and belonging. Should you require any accessibility related accommodations or specific adjustments to ensure fair and equitable access throughout the recruitment and selection process, and thereafter, please reach out to the People & Culture team by email at [careers@righttoplay.com](mailto:careers@righttoplay.com). All information provided will be treated as confidential and used only to provide an accessible candidate experience.

We are a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. **The successful candidate will be required to provide a satisfactory Vulnerable Sector Screening or equivalent criminal check as a condition of employment.**

#### **EMPLOYEE VACCINE POLICY:**

To protect the health and safety of our employees and the communities we serve, Right To Play requires all employees and volunteers based in Canada to be fully vaccinated against COVID-19. **The successful candidate will be required to provide proof of vaccination against COVID-19 as a condition of employment.**

To learn more about who we are and what we do, please visit our website at [www.righttoplay.com](http://www.righttoplay.com).