



**GREATER
CHICAGO**
- **FOOD** -
DEPOSITORY®

SENIOR DIRECTOR OF STEWARDSHIP AND OPERATIONS

ABOUT THE GREATER CHICAGO FOOD DEPOSITORY

Founded in 1978, the Greater Chicago Food Depository (the Food Depository) believes that a healthy community starts with food.

The organization is part of a united community effort working to bring food, dignity, and hope to its Cook County neighbors. It acts as the hub for a network of more than 700 food pantries, soup kitchens, shelters, and other programs. These programs provide food where it's most needed. The Food Depository also address the root causes of hunger. Public benefits outreach and job training programs offer support for its neighbors to overcome poverty.

As the face of hunger in Chicago's community has changed, the Food Depository has evolved. Its programs address the specific needs of diverse groups, including children, older adults, and veterans.

By taking hunger off the table, the Food Depository enables families to focus on other priorities, like education, growth, and security. It enables communities to face their challenges with confidence. Today and in the long term, providing nutritious food is an investment in health and hope for the organization's neighbors and community.

The Food Depository is a member of Feeding America, the national network of food banks.

Key Facts

- FY21 operating budget: \$106 million
- FY21 philanthropic revenue: \$80 million
- 200+ staff (34 Development Staff)
- 77.5M meals provided in FY20
- 20-member Board of Directors

Mission

The mission of the Greater Chicago Food Depository is to provide food for hungry people while striving to end hunger in our community.

Visit



THE POSITION

The Senior Director of Stewardship and Operations (SDSO) provides oversight of eleven staff (including four direct reports) who fall into the following key functions and support the development team: donor stewardship and cultivation; planning and strategy; and development operations. The SDSO will be responsible for collaborating with the Chief Philanthropy Officer, their team, and other department leaders to create a plan that provides opportunities for cross-functional collaboration, donor giving and behavior insights, and increased donor engagement through a more robust cultivation and stewardship program. The individual will serve as a member of the development team leaders, the Cross Department Leadership team, and various cross-departmental project teams as needed.

The successful candidate will be someone with a rich development background, who has had progressive and deep knowledge of development operations/systems as well as cultivation and stewardship best practices. The ideal candidate should have a strong track record of management experience and a strong coaching orientation and commitment to mentoring team members. The individual will be able to bridge frontline fundraising techniques with the organization's priorities and key initiatives. The candidate will have a strong passion for the organization's mission and be able to translate that into a well-developed cultivation and stewardship program. Finally, the SDSO will infuse new approaches to fundraising that support the Food Depository and the development department's equity, diversity, and inclusion (EDI) initiatives.

MAJOR OBJECTIVES

Within the first 12 to 18 months, the SDSO will achieve the following major objectives:

- Build trust and confidence amongst their 11-person team of staff
- Build a comprehensive cultivation and stewardship program to increase donor engagement and retention by incorporating equity, diversity, and inclusion into all strategies
- Refine and develop cross-department systems and processes that support all aspects of fundraising
- Provide oversight to the moves management system and donor research
- Provide leadership and management to donor operations, including gift processing, acknowledgement, and analytics
- Provide leadership to the development of key performance indicators, including EDI performance
- Oversee the development and implementation of a donor recognition program



RESPONSIBILITIES

The Senior Director of Stewardship and Operations will have the following primary responsibilities:

DONOR STEWARDSHIP/CULTIVATION

- Build on the current stewardship and cultivation program to create a framework to ensure the development team has the systems, processes, and workflows to effectively steward/cultivate donors across all areas of giving
- Continually collaborate with colleagues across the development and marketing teams to enhance comprehensive stewardship offerings for donors
- In concert with team leaders, oversee a robust cultivation program supporting both in-person and virtual engagement opportunities
- Collaborate with the SDCFO and the SDSG to implement and maintain the system, tools, and assets to assist relationship managers with project management for key grants and funded projects
- Maintain knowledge of program budgets and funding needs, as well as on ongoing program developments, learnings, successes, and challenges
- Provide support to the CPO on Board relations, engagement, and reporting

PLANNING AND STRATEGY

- Understand the organization's key priorities and be able to translate them into fundraising objectives/goals
- Support the development of individual team workplans and track key performance indicators across the development department
- Act as thought-partner to identify new ideas, scan for best practices, and drive continuous improvement within development

DEVELOPMENT OPERATIONS

PROCESS AND SYSTEMS

- Develop and lead the implementation of streamlined business processes to increase the efficiency and accuracy of development workflows, including gift processing, prospect management, revenue/cash forecasting, and report development
- Develop effective ways to streamline and enhance communications and information sharing between the CPO and the broader development team
- Encourage cross team collaboration across the entire donor pipeline



RESEARCH AND RELATIONSHIP MANAGEMENT

- Supervise Prospect Development Manager, providing leadership and support of department moves management programs, data acquisition activities, prospect and portfolio development, and related activities
- With input from SDCFO and SDSG, analyze and recommend a continual refinement of the CPO's donor portfolio to maximize impact for the organization

DATA REPORTING AND ANALYSIS

- Collaborate with other department leaders to define and modify key metrics and indicators of successful donor engagement

DONOR DATA MANAGEMENT, GIFT PROCESSING, AND ACKNOWLEDGEMENT

- Provide strategic guidance and oversight to the data management and gift processing teams
- Supervise the Director of Development Operations and collaborate on key decisions related to data management, acquisition, research, and analysis

QUALIFICATIONS

The ideal SDSO will bring most of the following qualifications:

- A minimum of 7-10+ years of nonprofit development leadership experience
- At least 4-5 years' experience managing multi-functional teams
- Strong background in strategy development, change management and system improvement
- Proven record in developing robust cultivation and stewardship programs
- Understanding and commitment to embrace equity, diversity, and inclusion in fundraising practices
- Demonstrated initiative and desire to take on new projects
- Superb interpersonal skills and the ability to actively listen
- Excellent written and oral communication skills
- Effective presentation and negotiation skills
- Highly organized & attentive to detail
- Adaptable and flexible, with ability to handle several priorities simultaneously in a fast-paced environment
- Team-oriented and collaborative with the ability to work independently
- Comfort with a general office environment, including limited exposure to a warehouse environment



- Ability to interact with GCFD staff, Board members, financial donors, volunteers, and general public
- Ability to travel locally depending on events; some evening and weekend hours are required
- Proficiency in MS Office – Word, Excel, PowerPoint, Outlook
- Development database experience (Raisers Edge experience desirable)
- A Bachelor's degree is required

APPLICATION

GCFD has retained Campbell & Company to conduct this search. The team for this project includes Joey Scheiber, Angèle Bubna, and Kris McFeely. The annual compensation range for this position is \$125,000 to \$140,000.

To be considered for this opportunity, please send a letter of interest and resume to:

ANGÈLE BUBNA

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