

## Job Description – Head Donor Servicing & Retention

<b>Designation</b>	Head Donor Servicing & Retention
<b>Department</b>	Purpose & Resource Mobilization
<b>Location</b>	Mumbai
<b>Employment Type</b>	Renewable Full Time Employment Contract
<b>Report to</b>	Director Purpose & Resource Mobilization

### Organization Background

Established in 2007, Educate Girls' is a non-profit that focusses on mobilizing communities for girls' education in India's rural and educationally backward areas.

Strongly aligned with the 'Right to Education Act' or the 'Samagra Siksha', Educate Girls is committed to the Government's vision to improve access to primary education for children, especially young girls.

For further details about organization please visit [www.educategirls.ngo](http://www.educategirls.ngo)

### Our Values

<b>Gender Equality</b>	Being able to treat people equally irrespective of gender
<b>Integrity</b>	Possess the ability to “know and do” what is right
<b>Excellence</b>	Being outstanding or extremely good, striving to lead by performance excellence
<b>Collaboration</b>	Working effectively and inclusively with a range of people both within and outside of the organization
<b>Empathy</b>	Being able to understand and share the feelings of another and use that understanding to guide our actions

### Our Competencies

<b>Strategic Thinking</b> – Think big yet act focused	<b>Taking Ownership</b> – Feel responsible & accountable	<b>Analytical Thinking</b> – Stay true to your data
<b>Developing Talent</b> – Growing and taking people together	<b>Ensuring Alignment</b> – Think differently but work together	

### Background of the role

Over the years, Educate Girls has enjoyed the support of some incredible (domestic and international) institutional funders including Foundations, Trusts, Venture Philanthropies, Impact Investors, and Corporations. Between 2019 and 2025, our audacious goal is to solve almost 40% of India's out of school girl problem by bringing up to 1.5 million out-of-school girls back to school by 2024. We aim to establish our presence across 35,000 villages in India's 4 most populous states (Rajasthan, Madhya Pradesh, Uttar Pradesh and Bihar) and benefit 15 million children cumulatively. Promoting the vision, ensuring sustainable funding through diversifying & expanding funding

partnerships is the key to achieve this ambitious goal! We are looking for a process-driven leader who comes with a donor/client-first attitude to lead our donor servicing and key account management team.

### The role

As the Head/Lead of Donor Servicing, you will be managing institutional, corporate and UHNI donors of Educate Girls. This role demands a strong understanding of donor stewardship, reporting process development, relationship management and key account management. You will be building and leading a large team of key account managers and associates who cater to different segments of donors. The position will be closely working with the Director of Purpose and Resource Mobilization and other senior management and demands a high level of integrity and process process-driven approach. The role is also responsible for assisting the front-end business development team with proposals, budgets, and due diligence support.

### Areas of Responsibility

- **Donor servicing:** You will be responsible for donor onboarding, MOUs, donor reporting, donor visit management, donor communication and relationship management. You will be front facing the donor in terms of reporting and day-to-day relationship management.
- **Team management:** Support Educate Girls' mission by building and managing a dynamic and result oriented servicing team. This includes hiring, training, setting up KPIs and managing performance.
- **Process building and management:** You will be responsible for developing and optimizing effective systems and processes to enable greater donor satisfaction and contribute to the internal management information system.
- **Presale support:** You will be supporting the donor acquisition team with proposal development, budget, and KMI finalization.
- **Donor data and knowledge management:** Play as a custodian of the donor database which includes managing the CRM system, donor segmentation, data validation, reconciliation with the finance and reporting. You will be the go-to person for organizational data, project financing, reporting timelines, historical data, utilization status etc.
- **Inter-team co-ordination:** You will have to build strong process and working relationships with internal stakeholders like programmer operations, finance, compliance and other departments to achieve timely proposal submission, reporting, audit and other donor requirements.
- **Ownership:** Have a high degree of accountability for areas of activity which will have significant long-term impact on the achievement of EG's goals.
- **What will be the indicators of your success:** Overall donor retention rate, TOT in proposal submission, reporting, fund utilization, quality and adaptation of systems and process and data management.

### Apply if you have:

- Passion for the cause of Educate Girls and believe that strong donor servicing can make a huge impact.
- If you have done Key account management and process building and currently looking for an opportunity to take a leadership role to make a substantial impact in your career.

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- 8 to 12 years of experience with a demonstrable track record in relationship management, process building, team building, and database management in a fast-paced environment.
  - Substantial experience in a managerial role, having built, inspired and managed cross functional teams leading them to success.
  - Excellent communication skills, both written and verbal, with the ability to engage and inspire donors and supporters.
  - Creative thinking and problem-solving abilities
  - Ability to navigate through the internal systems and build strong process-driven relationships with different departments.

**Note:** We are happy to review candidates who do not have prior experience in the not-for-profit sector but have excellent key account management, relationship-building, process building skills.

"Educate Girls is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position."