



# **VANCOUVER ISLAND UNIVERSITY**

**Manager, Advancement Services**

**November 2022**

## POSITION OVERVIEW

Vancouver Island University (VIU) is a dynamic, internationally-recognized university supporting a student population of 12,000 full- and part-time learners (including 1,500 international students and over 1,400 Indigenous students) and employing over 2,000 faculty and staff. Located on the traditional territory of the Snuneymuxw First Nation, VIU maintains three campuses, with its main campus in Nanaimo. There, an ocean-view campus setting spans 92 scenic acres, including lush stands of forest and Japanese gardens. The institution is built on the belief that all learners should have access to a university education.

VIU's Office of Advancement and Alumni Relations is dedicated to advancing VIU's strategic plan, People, Place Potential and supporting the University's mission by fostering relationships that result in continuing goodwill and financial support from alumni, parents, friends, foundations, businesses, and organizations.

VIU is hiring a new **Manager, Advancement Services** to lead the essential core service functions of the Foundation, including database management, donor and prospect research, advancement reporting and analytics, gift recording, data integrity and data security. The Manager leads a small team and is a key member of the Office of Advancement and Alumni Relations senior leadership team.

VIU is now committed to focusing and professionalizing its advancement services by hiring an experienced professional into the role. This an exciting opportunity to play a crucial role in a dynamic and expanding advancement operation. Specifically, the Manager will have the opportunity to:

- Create and shape the Manager portfolio;
- Bring best practices and procedures to a willing and keen operation and team;
- Develop a thriving, effective, and enjoyable team culture;
- Help lay the groundwork for a future campaign; and,
- Enjoy an unmatched Island lifestyle in central Vancouver Island.

*The following pages outline the Manager role, VIU, and the University's context. For applicant information see page 10.*

## ABOUT VIU

Vancouver Island University is known for its diversity of programming including trades, undergraduate, graduate and post graduate programs that produce high quality graduates who are in demand by employers in the local community and region, across the country and around the world.

Located on British Columbia's spectacular west coast, on the traditional territory of the Coast Salish peoples, VIU offers both students and employees the opportunity to live and learn in one of the most beautiful university settings in Canada.

VIU has three supportive campus communities with a highly diverse student population. The main campus of VIU is in Nanaimo, with campuses in Duncan and the Qathet region. Additional VIU sites include Deep Bay Marine Field station in Bowser, Milner Gardens and Woodlands in Qualicum Beach and the Parksville Centre. All VIU facilities are focused on innovative teaching methods, undergraduate and graduate research, open access, and creating an exceptional learning experience for students.

VIU proudly fosters student success, strong community connections, and international collaborations, and provides access to a wide range of programs – academic, applied,



career/technical, vocational, and developmental – designed for regional, national, and international students.

With a mandate to support a wide and diverse array of learners – from those enhancing their education

through adult basic education to graduate students working on applied research – the faculty and staff at VIU work hard to meet students' individual needs and provide the supports required for student success.

The VIU community acknowledges and thanks the Snuneymuxw, Quw'utsun Tla'amin, Snaw-naw-as and Qualicum First Nation on whose traditional lands we teach, learn, research, live and share knowledge.

For more information on VIU, please see [www.viu.ca](http://www.viu.ca)

*Hay ch qa' sii'em siye'yu mukw mustimuxw (Thank you respected ones of this place)*

VIU is a place where history and traditions are acknowledged, where contributions are valued, and where success is celebrated. Situated on the traditional territory of the Coast Salish Peoples, VIU is fortunate to host a large number of Indigenous students who are enrolled in a wide variety of courses. A team of dedicated practitioners works together to develop community-based education, support communities to increase and build capacity, create a sense of belonging for Indigenous students on campus, support faculty in bringing Indigenous ways of knowing and being into their courses, and provide supports and services to Indigenous students.

## PEOPLE, PLACE, POTENTIAL: 2021-2026 STRATEGIC PLAN

Vancouver Island University's 2021-2026 Strategic Plan, People Place Potential was approved by VIU's Board of Governors in April 2021. The plan builds on our university's deep commitment to learners in all their diversity, draws on our historical connection to the communities and challenges of our region, and articulates our belief in the potential of all learners to benefit from a university education.

Every day, we welcome, support, and inspire all those who study and work at VIU. In our research and through our partnerships, we seek to understand the rich diversity of our region and to encourage the well-being of our communities. We are dedicated to helping our learners and our communities embrace their potential. We believe that everyone matters here.



**Vision:** Welcoming People, Honouring Place, Building Potential.

**Ambition:** Every day, we welcome, support, and inspire all those who study and work at VIU. In our research and through our partnerships, we seek to understand the rich diversity of our region and to encourage the well-being of our communities. We are dedicated to helping our learners and our communities embrace their potential. We believe that everyone matters here.

## Values

- Understanding. We seek to understand the diversity of thought, identity, and experience of everyone at VIU, and to bring that openness of mind and that curiosity of spirit to all that we do.
- Connection. We believe in the power of personal connection and kindness in building experiences that matter.
- Commitment. We are motivated by a deep commitment and pride in the growth of our learners, our employees, and our communities.



The strategic plan builds on our vision, ambition, and values and makes six bold commitments for the next five years. Woven throughout are four key considerations:

1. Advance VIU's Indigenous commitments
2. Deepen equity, diversity, and inclusion
3. Broaden cultural competencies in a global world
4. Support the United Nations Sustainable Development Goals

Over the next 5 years VIU will work to accomplish the following priorities.

## People

1. Welcome a larger and more diverse population of learners.
2. Become a more inclusive and healthier place for work and study.

## Place

3. Grow to be the region's hub for research and expertise.
4. Build stronger partnerships with Indigenous communities.



## Potential

5. Become a leader in learning for new generations.
6. Expand life-enriching and career-building experiences.



## THE VIU FOUNDATION

VIU's Foundation is the fundraising and alumni relations arm of the University, engaging potential donors and alumni. The team of 15 is led by Richard Horbachewski, AVP External Relations and Executive Director of the VIU Foundation. The Foundation raises about \$4.1 million annually from individuals, alumni, corporations, foundations, and other supporters through major gifts, estate gifts, events, and ongoing giving programs. Alumni Relations engages VIU's global network of over 100,000 alumni through the Alumni Association, reunions, ambassador programs, affinity benefits, and other activities.

In recent years the *Imagine VIU* campaign raised \$7.3 million in support of students and transformed the Nanaimo VIU campus, through the construction of the Centre for Health and Science, the Windsor Plywood Trades Discovery Centre, and the District Geo-Exchange Energy System; the creation of over \$2 million in new student scholarships, awards, and bursaries; and the acquisition of almost \$2 million in new equipment and program support.

The Foundation's current fundraising priorities are scholarships, bursaries, and awards, and the Access to Excellence program. Looking ahead, the Foundation is laying the groundwork for its next major campaign.

For more about giving and alumni, see <https://adm.viu.ca/alumni-giving>

## MANAGER: SUMMARY OF RESPONSIBILITIES

The Manager's priority areas for immediate and short-term attention will include:

- Management of gift processing to ensure accuracy and integrity of data, and adherence to tax, privacy, and legal regulations concerning data storage and reporting;
- Partnering with the Manager, Philanthropy and Campaigns on an effective moves management and donor research program;
- Ensuring effective and strategic use of the Raiser's Edge NXT database;
- Together with the AVP, the Manager, Philanthropy and Campaigns and the Manager, Alumni and Donor Relations, make up the Foundation's Senior Leadership Team, guiding the entire program's strategy and success.

More specifically, the Manager's responsibilities include:

### Data management:

- Design and implement processes relating to importing/exporting of large data files, routine data entry and reporting, ensuring data quality, documenting donor communications, tracking donations, and issuing of gift receipts.
- Management of database operations for the Office of Advancement and Alumni Relations, including serving as primary site administrator for software services used to manage the fundraising process. (ie: the in-house financial ledger system and Raiser's Edge NXT)
- Design and implement database queries and data exports to analyze giving trends and outcomes for the department.
- Prepare and maintain the department's financial and statistical analysis reports for the AVP, External Relations and Directors to track annual fundraising and campaign goals.
- Maintain constituent information and provide detailed reporting to AVP, External Relations in preparation for meetings of the Board, President's Council, VIU Foundation, Alumni Association or as needed.
- Troubleshoot issues and manage updates and/or upgrades related to Raiser's Edge NXT database in collaboration with Campus IT Services.

### Financial Management:

- Collaborate with Finance team to ensure that all Foundation gift revenues are correctly recorded; provide year-to-date and quarterly gifts reconciliation.
- Manage quarterly pledge reminder process to ensure pledge fulfillment management of financial processes for the VIU Foundation, including oversight of gift processing, CRA-compliant receipting, banking operations, licensed gaming, monthly reconciliation with VIU's in-house finance software FRS/Fledger, Raiser's Edge NXT, credit card merchant service and bank.
- Management of financial processes for the VIU Foundation, including day-to-day financial operations, ensuring all processes meet or exceed appropriate standards for financial controls and comply with all applicable regulations.

### Donor & prospect management:

- Produce and oversee the integrity of lists for the department's direct mail/e-mail campaigns.
- Working with the Manager, Philanthropy and Campaigns, assist with the execution of high-quality and effective annual giving campaigns, collaborating with the Annual Giving Coordinator.
- Quality management with respect to all office processes, particularly in areas requiring regulatory compliance and financial controls.
- Providing research services with respect to potential donors and key internal and external stakeholders, for example, recipients of awards and recognition such as distinguished alumni, honorary degrees, naming of infrastructure, programs, chairs etc., as well as general research services relating to issues of relevance to advancing VIU's mission.
- Monitor industry giving trends, providing recommendations and advice as needed.
- Responds to enquiries and requests from donors, the public, and award recipients as appropriate, and delegates as needed.

### Leadership and collaboration

- Act as a member of VIU Foundation's senior leadership team.
- Provide leadership, direction, and support to the advancement services team.
- Be an advocate and champion for the Foundation across campus.



## QUALIFICATIONS & SKILLS

The new Manager will ideally bring the following skills and abilities:

- Experience in the advancement services industry with several years of successful leadership of a multi-faceted program – ideally including some combination of Gift Processing, Prospect Research, and Data Management.
- Significant experience with donor data management within a non-profit setting, including RE NXT and Microsoft Office 365, ideally including interactions with financial functions and integrations/data transfer with other systems.
- Familiarity with the financial operations of a registered charity, including CRA-compliant receipting of donations financial recordkeeping, reconciliation and reporting, and licensed gaming.
- Experience with annual fund/direct mail and alumni programming preferred.
- Advanced research skills, including database searching and familiarity with a wide variety of online sources and tools.
- Strong analytical and organizational skills; sharp attention to detail.
- Excellent written and verbal communication skills.
- Familiarity with current fundraising practices and accounting principles.
- Commitment to maintaining confidentiality and a high degree of accuracy in donor records.
- Ability to assimilate, analyze, synthesize, and effectively present complex information.
- Knowledge of post-secondary issues, including trades training and university education and research culture.
- Bachelor's degree in library sciences or relevant discipline; an equivalent combination of education and experience may be considered.

## DESIRED COMPETENCIES AND TRAITS

The ideal new Manager will bring the following competencies:

- The ability to interact and collaborate effectively with a wide variety of internal and external contacts.
- A patient yet persistent orientation towards process improvements and best practices; sharing and teaching abilities to impart their knowledge and techniques.
- A strong customer-service focus, with the desire and ability to work to understand end-

user and fundraising needs, keen and active listening skills.

- Solutions-oriented and excited to take on complex challenges; detail-oriented and keen to explore systems and programs.
- An exceptional team orientation; open, supportive, and communicative. Both trusting and trustworthy. Open-minded; solicits feedback and ideas.
- Deadline- & detail-oriented. Can prioritize among many needs. Responsive.
- Tactful and diplomatic in dealing with donor and award-recipient requests and enquiries.

## INFORMATION FOR CANDIDATES

To apply or learn more, please contact the University's search partner, Christoph Clodius at The Discovery Group, at [christoph@thediscoverygroup.ca](mailto:christoph@thediscoverygroup.ca).

Deadline: All submissions should be received by December 2, 2022. Applications will be reviewed on an ongoing basis however, so we strongly encourage early submissions.

Compensation: VIU offers employees a comprehensive benefits and wellness package, including extended medical and dental health care coverage (with 100% of the benefits premiums covered), enrolment in the College Pension Plan, and six weeks' holidays, among other benefits. The salary scale for the Manager role is \$64,869 - \$83,748.

DEI: Vancouver Island University embraces the principle of employment equity and encourages applications from women, persons with disabilities, visible minorities, and people of Indigenous descent. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

## ADDITIONAL INFORMATION

### LIVING IN NANAIMO

Known as the Harbour City, the City of Nanaimo is located on the southeast side of Vancouver Island and is one of Canada's top island destinations. Home to approximately 114,000 residents, Nanaimo is the second largest urban centre on Vancouver Island and has one of the longest shorelines in Canada. Nanaimo is British Columbia's third oldest city, sixth largest city, and one of its most livable.



Nanaimo residents enjoy a relaxed yet vibrant lifestyle in a modern urban centre characterized by the natural beauty of the forest, mountains, and ocean front. Vast recreational opportunities through sports, outdoor recreation, and cultural festivals and activities are abundant and diverse in Nanaimo and provide something for everyone. Golfing, kayaking, whale watching, fishing, swimming, scuba diving, and skiing are just some of the popular activities that the city

offers. Nanaimo has 1,400 hectares of protected greenspace and boasts over 200 parks and trails that residents enjoy exploring.

The city has over 49 annual festivals such as the Dragon Boat Festival and the International World Championship Bathtub Races that bring the city to life every year. The popular Nanaimo Aquatic Centre, Port Theatre, Nanaimo Art Gallery, Nanaimo Museum, and 166 public art installations showcase the diverse cultures and unique history that Nanaimo is home to. Nanaimo was named one of Canada's comfiest climates by Environment Canada due to its mild temperatures. Winter in Nanaimo is mild with rain, and temperatures rarely fall below freezing. In the summertime, the days are cool and dry, and the average daily temperature is around 24 degrees Celsius.

Nanaimo is a growing city that enjoys a skilled and educated labour force, an impressive infrastructure network, and is a central hub for business and services for the central and northern regions of Vancouver Island. There are over 30 public elementary and secondary schools in Nanaimo. There are over 18 unique neighborhoods to call home in Nanaimo and three airports and

two ferry terminals service the region, meaning coming and going from the Island is quick and convenient.

The city of Nanaimo is a classic West Coast community, offering natural beauty at every turn, and vast recreation potential. With a forested mountain backdrop just outside downtown, in Nanaimo you can go from the wilderness to the city centre in just a few minutes and spend more time in the places you want to be.

It is located on the east coast of Vancouver Island, 113 km north of Victoria, and 55 km across the Salish Sea from Vancouver. The city projects out into the strait like a headland, affording waterfront on three sides and spectacular ocean views at every turn.



## AVP BIO: RICHARD HORBACHEWSKI



Horbachewski started September 2021. As the AVP, External Relations, Richard oversees VIU's advancement and alumni portfolios, Brand and Marketing, Communications and Milner Gardens. Additionally, Richard serves as VIU's Chief Advancement Officer and the Executive Director of the VIU Foundation.

Richard brings more than 15 years of experience and a depth of philanthropic knowledge to this role. He has served in the arts, higher education, and health sectors, most recently at the Calgary Health Foundation and previously at the Southern Alberta Institute of Technology. Richard currently sits on the board of The Council for Advancement and Support of Education (District VIII), the Nanaimo Chamber of Commerce, and the Nanaimo Prosperity Corporation.

When not working to connect his community to worthy causes, Richard enjoys spending time with his family and taking advantage of the outdoors, including golfing, playing softball and hiking in the summer and skiing in the winter.

*"I am grateful and humbled by the commitment President Saucier and the Board of Governors are making in creating a high performing, best practice advancement team at VIU. It is wonderful to join an outstanding team committed to advancing its strategic priorities through meaningful relationships with alumni and donors. I look forward to continuing to grow the success of the VIU team and build exceptional experiences for our students and support our academic teams in achieving success."*

To learn about Richard, see <https://news.viu.ca/five-questions-richard-horbachewski-0>