



Senior Development Officer – Research and Operations

Full-time and Permanent

Salary £41,971 - £45,934 per annum

Plus generous benefits package

Hybrid / flexible working

About the role

This is an exciting opportunity to play a key role in shaping the future of philanthropy at National Galleries of Scotland.

We're looking for a strategic, insight-led fundraising professional with experience in prospect research, fundraising operations, data and CRM management who thrives on strengthening systems, turning data into action and enabling relationship-based fundraising to succeed. You will manage fundraising operations across the Development team and support the effective planning and delivery of philanthropic income. You'll bring the ability to combine strong analytical and operational expertise with an understanding of relationship-based fundraising. You'll help embed consistent ways of working, continuously improve fundraising operations and build the strong foundations that enable philanthropic support to grow and deliver lasting cultural impact.

You'll play a pivotal role across the organisation in ensuring our fundraising is underpinned by robust systems, high-quality insight and disciplined operational practice. Working closely with colleagues across philanthropy, grants and partnerships, and capital fundraising, you'll lead donor and funder research, due diligence, segmentation and pipeline management. You'll enable proactive, relationship-based fundraising and effective prioritisation.

You'll also shape how the Development team plans, measures and delivers its work. From CRM processes and fundraising reporting, KPIs and performance measurement to forecasting and budget management, you'll ensure decision-making is informed by reliable data and clear insight. You'll play a key role in supporting the operational delivery of major capital campaigns, ensuring that research, reporting, forecasting and governance processes are aligned to campaign priorities and strategic decision-making.

This is a role with broad influence across the organisation. You must be confident working with senior stakeholders and operating in a complex institutional environment, with the ability to influence, enable and continuously improve practice across teams.

The difference you'll make

You will ensure that fundraising activity is supported by robust data, high-quality insight and efficient, well-governed systems. Reporting to the Head of Development, you will:

- Lead and maintain a consistent prospect research, segmentation and pipeline management framework, enabling the Development team to plan, prioritise and deliver effective relationship-based fundraising across income streams.

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- Lead processes for donor and funder research, due diligence, wealth screening and risk assessment, ensuring activity is ethical, proportionate and aligned with organisational values.
- Work closely with the Head of Development and the Development team to support portfolio management, prospect prioritisation and long-term pipeline development at local, national and international levels.
- Provide leadership and operational oversight for the team's CRM processes and usage, working with colleagues across the organisation to ensure consistency with existing processes, strong data quality, reporting standards and compliance,
- Work with colleagues to design and deliver regular insight, analysis and internal reporting, including dashboards, forecasts, KPIs and briefing papers for Senior Leadership and Trustees.
- Support income planning and performance management through income modelling, target setting, monitoring and variance analysis, working in partnership with the Development team, Finance and the Head of Development.
- Coordinate funder contracting and reporting requirements, working collaboratively with Audience and Development colleagues and across the organisation to ensure accurate, timely and high-quality outputs.
- Support budget management across our activity, working closely with Finance colleagues on forecasting, monitoring and reporting.
- Lead the development and embedding of core fundraising operational processes, including stewardship tracking, activity logging and workflow management.
- Develop and embed consistent processes and ways of working that support excellent donor experience and effective cross-team collaboration.
- Act as a trusted advisor to colleagues and senior leaders on data, insight, systems and best practice in fundraising operations.
- Monitor sector trends, regulatory requirements and emerging tools to ensure we continue to apply modern, effective and responsible fundraising practice.

Who we are looking for

To succeed in this role, you'll need the following knowledge, skills and experience:

- Significant experience in prospect research, insight, analytics or fundraising operations within a charitable, cultural or comparable complex organisation.
- Strong understanding of relationship-based fundraising, including major gifts, trusts and foundations and multi-year campaigns.
- Proven experience leading and improving CRM and fundraising data processes, including data governance, reporting and continuous improvement.
- Excellent analytical skills, with confidence translating complex data into clear insight and actionable recommendations.
- Experience developing segmentation models, pipelines and prospect strategies across multiple income streams.
- Strong project management skills, with experience designing and implementing new systems or processes.
- Understanding of charity governance, compliance and reporting principles, and how these apply to fundraising activity, performance reporting and external accountability.

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- Confidence working with senior stakeholders, including Heads of Department, Directors and Trustees.
- Excellent written and verbal communication skills, including preparation of reports, dashboards and senior-level briefings.
- High levels of integrity, discretion and sound judgement when handling confidential and sensitive information.
- A collaborative, enabling approach and the ability to operate effectively within a large or matrix-managed organisation.

It would also be great if you have:

- Experience supporting the operational delivery of capital fundraising programmes.
- Knowledge of fundraising in the arts, culture, heritage or education sectors.
- Experience using Spektrix.
- An understanding of legal, financial and operational considerations relating to international fundraising and donor engagement.
- Enthusiasm for the vision and work of the National Galleries of Scotland.

We are National Galleries of Scotland

Our three Edinburgh galleries are the National, Modern and Portrait. We house and look after Scotland's amazing world-class art collection – one of the finest in the world. Step inside and explore treasures from Botticelli and Titian to the very best modern art to contemporary portraits of pop culture icons. And, as you'd expect, the world's greatest collection of Scottish art, our national collection. We also have an outstanding collection of Western art from the late Middle Ages to the present day.

We're a space for thinking, dreaming, doing, and playing. Soak up the art. Meet friends in the cafés. Have a family picnic surrounded by the sculptures in the Modern grounds. Be inspired by our amazing art films. Choose your own experience. There is no one way to enjoy Scotland's national collection. We are yours to discover.

As well as displaying our art at our three Edinburgh sites, we also share it through an active programme of partnership across Scotland, the rest of the UK and abroad, as well as online.

We conserve and research our collections and we are committed to reaching the widest possible audience through our ambitious plans. Visitor numbers to our sites in Edinburgh totalled 2.6m visitors in 2025.

What's important to us

We make art work for everyone. That's our purpose and it drives everything we do. This is an exciting time for us, as we move forward with our engaging strategic vision: Art for Scotland: Inspiration for the World.

We're putting our audience at the heart of what we do. Matching Scotland's rich collection, our expertise and creativity with the needs and wants of our visitors. Finding new ways to connect with more people and create an innovative, inclusive organisation that can meet the challenges of our ever-evolving world.

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We're committed to looking at how we operate as well as how we engage our audiences. We will play our part in tackling the Climate Emergency, and we're embedding Equality, Diversity, and Inclusion (EDI) in the way we work. We want everyone to feel a sense of belonging and freedom to be themselves at work or at play with us.

What's on offer for you

Our colleagues will tell you great things about working here. We aim to ensure the National Galleries of Scotland is a great place to work, where our people thrive in a culture where we are trusted, empowered, and engaged to achieve our true potential. We offer a range of benefits to promote healthy working lifestyles for all our colleagues. Details specific to this role are:

Salary

£41,971 - £45,934 per annum. Starting salaries will normally be at the minimum rate depending on experience.

Hours

35 hours per week excluding a one-hour unpaid lunch break each day Monday to Friday. Weekend work and flexibility with working schedule are essential and some early evening work may be required. We're also committed to supporting flexible working options for everyone which includes flexible working, working remotely and flexitime policies.

Holidays

When you first join, you'll get 36.5 days holidays per year (including public and privilege holidays). After 5 years your annual leave will increase to 41.5 days.

Where you'll be based

You'll be based at Modern One, 75 Belford Road, Edinburgh, EH4 3DR, where free car parking is available on site. However, you'll work across all three of our Galleries based in the heart of Edinburgh - the National, Portrait, and Modern (One and Two) as well as our art store at Granton Art Centre.

Pension

We are a [Civil Service Pension](#) employer. You get to choose if you want a defined benefit or stakeholder pension. The benefits of joining the scheme include [generous employer contributions](#) to your future pension, life assurance, and options to increase your pension. If you join the alpha Civil Service pension scheme our contribution will be 28.97% for this role.

Other benefits

Family friendly working policies, free or discounted entry to various visitor attractions, staff discount at our shops and cafés, Cycle to Work Scheme, wellbeing support and services including our Employee Assistance Programme.

The closing date for completed applications is 12 noon on Monday, 07 September 2026.

Please note that the successful candidate will be subject to Basic Disclosure Scotland security clearance.