

Deputy Director of Data, IS and Development Operations

Full Time Regular
Professional

Requisition ID: 1153

DC, Washington, DC, US

Salary:

100,000.00 To 110,000.00 (USD) Annually

TITLE: Deputy Director of Data, Information Systems and Development Operations

DEPARTMENT: Development and Membership

REPORTS TO: Vice President, Development & Membership (with added responsibilities for Managing Director)

LOCATION: Washington, DC

Bread for the World is a Christian advocacy organization urging U.S. decision makers to do all they can to pursue a world without hunger. Our mission is to educate and equip people to advocate for policies and programs that can help end hunger in the U.S. and around the world.

PRIMARY OBJECTIVE: The Deputy Director of Data, Information Systems and Development Operations serves as the senior operational and strategic partner to the Vice President of Development & Membership in overseeing Bread's enterprise data systems, information services, and evaluation infrastructure.

This role provides leadership and execution for organization-wide software systems, data governance, analytics, and monitoring and evaluation practices that strengthen administrative, development, and program effectiveness.

The Deputy Director ensures that data architecture, reporting frameworks, and technology platforms align with organizational strategy and enable high-performing fundraising, programmatic, and operational teams.

PRIMARY FUNCTIONS:

- Plan, organize, and ensure the execution of Bread's information services and systems strategy.
- Lead the Development Operations team including Senior Manager, Data & Insights, Manager, Development Operations, Gift Processing and Database Manager, and Donor Relations Coordinator.
- Manage information services budget and vendor relationships.
- Oversee data governance, reporting systems, evaluation frameworks, and platform optimization.

PRIMARY RESPONSABILITIES/ACTIVITIES:

Fundraising Analytics & Reporting

1. Provide strategic leadership and operational oversight for all fundraising and membership analytics, ensuring accurate, decision-ready insight for revenue growth.
2. Develop and oversee dashboards and reporting for mass, mid-level, major gifts, sustainers, and planned giving programs.
3. Partner with the Vice President and fundraising leaders to forecast revenue, track performance against goals, and model pipeline projections.

4. Ensure integrity and clarity of portfolio reporting, donor segmentation, retention tracking, and lifetime value analysis.
5. Ensure regular monthly, quarterly, and annual reporting cycles are executed with accuracy and timeliness.
6. Strengthen revenue intelligence by identifying trends, risks, and growth opportunities.

Programmatic Data and Strategy

1. Lead organizational data governance, evaluation frameworks, and cross-departmental strategy efforts.
2. Support teams in developing monitoring and evaluation frameworks with indicators, baseline data, and performance targets.
3. Develop interactive dashboards and visualizations that translate data into accessible insight for leadership, board, and general audiences.
4. Ensure alignment between data architecture and organizational strategic priorities.

Data Maintenance and Information Services Operations

1. Ensure the reliability, accuracy, security, and optimization of all core systems and routine information service functions.
2. Ensure regular data hygiene processes, database audits, and system quality checks are conducted.
3. Manage scheduled reporting cycles and recurring data pulls.
4. Oversee the integrity and optimization of Raiser's Edge, Financial Edge, Engaging Networks, and related platforms.
5. Oversee gift processing, acknowledgments, donor service workflows, and data entry standards.
6. Maintain system documentation, data standards, and internal training resources.
7. Lead system upgrades, integrations, and software transitions, including accounting platform migration and eCRM enhancements.
8. Ensure compliance with security, privacy, and data protection standards.

SUPERVISION EXERCISED:

- Directly supervises Senior Manager for Data, Insights and Information Systems; Manager for Development Operations; Gift Processing and Database Administrator; and Donor Services Coordinator.
- Oversees consultants and vendors.

SKILLS/KNOWLEDGE REQUIRED:

- Minimum of 8 years of demonstrated information systems leadership experience in planning, implementing, and managing monitoring and evaluations systems, data governance, and software technology solutions and optimization.
- Bachelor's degree in related field. Advanced degree in a related field is preferred.
- Tableau proficiency is essential, with demonstrated experience designing and maintaining interactive dashboards that translate complex data into clear, decision-ready insights for executive and fundraising leadership.
- Expert level experience with Raiser's Edge with certification strongly preferred.
- Experience with Financial Edge, ADP, Engaging Networks, preferred.
- Knowledge of a range of vendor technology solutions; able to select and integrate the most appropriate technologies to support the business.
- Strong leadership, analytical, and problem-solving skills.

- Ability to collaborate with others and achieve consensus in sensitive situations.
- Excellent written and verbal communication skills with the ability to present ideas in business-friendly and user-friendly language.
- High degree of integrity, discretion, professionalism, and accountability to achieve results.
- Self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Organizational skills, and the ability to manage multiple priorities.
- Solid understanding of data analysis, budgeting, and business operations.
- Familiarity with Christian faith perspective and advocacy to end hunger desirable.

WORK ENVIRONMENT ISSUES:

- Must be responsive to emails and phone calls off-site during evenings, weekends, and holidays to support time-sensitive matters on occasion when needs arise.
- Bread is a hybrid organization.

CULTURAL EXPRESSIONS:

Bread is committed to advancing racial equity externally and internally, all staff members play a vital role. In the course of our work, each staff person should work to apply a racial equity lens to their work and practices; and participate in racial equity on-going training. Bread is also committed to being an equal opportunity employer.

OUR VALUES:

1. ***We value our faith.*** Our faith in Christ is the foundation for our hope, story, mission, and values, and compels us to love our neighbors near and far.
2. ***We value human flourishing.*** We believe that every human being, created in the image of God, has inherent dignity that affords an opportunity to be in right relationship with God, self, neighbor, and the environment, and to freely access enough nutritious food for good health.
3. ***We value justice.*** We seek to establish effective systems, structures, and policies that affirm equality and advance equity among all human beings and protect people who experience hunger and poverty from oppression.
4. ***We value courage and prophetic voice.*** In a spirit of wisdom and love, we will be bold in articulating and pursuing our vision of a world without hunger.
5. ***We value nonpartisanship.*** We believe that effective and sustainable public policies are made when, in good faith, we employ a civil and politically unbiased approach to develop and implement laws and programs to achieve our mission.
6. ***We value collaboration.*** We believe in working alongside and building community with diverse churches, institutions, and individuals, including people experiencing hunger, to achieve our mission.
7. ***We value impact.*** We strive for excellence in our work and hold ourselves and our nation's leaders accountable in the pursuit of public policies that render measurable results and meaningful change for those affected by hunger.

DISCLAIMER:

Background and reference checks will be conducted on all final candidates. The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.