NEW HAMPSHIRE
CHARITABLE FOUNDATION

Philanthropy Systems Manager

Date of Last Revision: 06/30/2026

Title Group: Manager • manages a function or group of processes within a department

Department: Philanthropy **Reports To**: VP, Development and Philanthropy Services
Status: Full-time | Exempt

About the New Hampshire Charitable Foundation

The New Hampshire Charitable Foundation is New Hampshire's statewide community foundation, founded in 1962 by and for the people of New Hampshire.

We are the place where generosity meets the dedication and ingenuity of nonprofits and the potential of New Hampshire students. For six decades, thousands of people have entrusted their charitable resources to the Foundation, creating a perpetual source of philanthropic capital and making it possible for the Foundation to award more than $70 million in grants and scholarships every year. We have a staff of 54 passionate and dedicated professionals working across the state, and are governed by a highly engaged Board of Directors.

The Foundation's purpose is to make New Hampshire a more just, sustainable and vibrant community where everyone can thrive. Our current strategic plan, Together We Thrive, is focused on advancing equity, racial justice, and economic security. That's because when a community can draw on the potential, strength, ingenuity and grace of every person in it, that community will be healthier, happier, more prosperous and a better place to live for all.

Position Summary

The Philanthropy Systems (Operations) Manager provides data management, routine data generation, reporting, administrative, and operational support to the Philanthropy Department to advance effective donor engagement, fund stewardship, and gift planning activities. In partnership with department staff and colleagues across the organization, this position manages critical constituent and fund data, supports donor and planned giving processes, and promotes the effective use of technology and data systems. The Manager serves as a key resource for data integrity, reporting, process documentation, training, and system support, helping to improve efficiency, consistency, and alignment across Foundation functions while ensuring accurate records and exceptional service to donors and colleagues.

Essential Job Functions and Responsibilities

Data Management and Reporting

- Is accountable for the integrity and effective use of department data within the CSuite system, including data entry oversight, quality assurance and audits, document management, query development, routine report generation, mailing list maintenance, and preparation of mass mailing lists for the Annual Report and other organizational needs
- Leverage organizational systems to track and report on metrics of key engagement activities and use data to inform departmental and organizational strategy.
- Respond to ad-hoc reporting requests from internal staff, ensuring data accuracy and timely delivery
- Serves as a technical resource for department data systems and provides support and guidance to

colleagues across the organization as needed

Training and Systems Support

- Develops, maintains, and updates process documentation for data systems and provide training, coaching, and ongoing support to colleagues in partnership with Information Technology
- Participates on internal technology, data, and operations committees to promote operational efficiency, continuous improvement, and cross-functional alignment
- Leads front-line support for department data systems ensuring colleagues receive timely assistance, issue resolution and guidance on best practices

Administrative Support

- Provides administrative support to Development and Gift Planning staff, including tracking planned gifts, and managing Spaulding-Potter donor relationships and records
- Ensures adequate general administrative support to department staff in partnership with Donor Operations team, including material preparation, data entry, filing, Word, Excel, or PowerPoint document or presentation preparation
- Owns the day-to-day administration of fund management tasks, partnering with Donor Services Managers to maintain accurate constituent and fund records and ensure consistent coding practices
- Manages resolution of department facilities and equipment issues (computers, printers, copiers, telephone) through active partnership with Administrative and Information Technology staff

Other

- Performs other duties as assigned

Essential Knowledge, Skills, and Attributes

- Understanding of philanthropy processes
- Ability to handle sensitive and confidential information with discretion and judgment
- Excellent interpersonal skills
- Strong relationship and customer service skills, both internally and externally
- Ability to work comfortably in a fast-paced environment cross-departmentally
- Effective written and verbal communication skills, including formal presentation preparation and a strong aptitude to communicate and translate data and technical information to non-technical audiences
- Demonstrated ability to establish and lead initiatives and to work successfully with a professional team to meet organizational priorities
- Able to create and execute efficient queries, exports, reports, imports and other solutions
- Strong project management skills including the ability to organize multiple tasks/projects, as well as prioritize tasks within projects across departments
- Attention to detail and ability to work under deadline pressure
- A thoughtful team player who can work independently
- Demonstrated ability to lead through influence, leveraging expertise, strong relationships, and effective communication to achieve results and advance shared goals without direct supervisory authority
- Demonstrated initiative, independent judgment, resourcefulness, and flexibility
- Belief in the mission and purpose of the New Hampshire Charitable Foundation

Job Characteristics

- Shared office environment based in Concord, NH
- May require long periods of time at a computer

- Night and/or weekend work may occasionally be required
- Occasional travel around the state may be necessary

Essential Qualifications

- A combination of education or relevant work experience equal to the needs of the role.
- Previous experience in nonprofit philanthropy/development preferred
- Advanced proficiency with Microsoft 365 applications, database systems, and AI-enabled productivity tools. Ability to learn, adapt to, and optimize new technologies quickly.
- Experience managing and maintaining constituent and fund data within a CRM environment (CSuite preferred), including data integrity, reporting, and business process support. Experience with Microsoft Power BI strongly preferred or the demonstrated aptitude to achieve proficiency within 12 months.
- Ability to work with standard office equipment and other technology
- Ability to travel to off-site meetings or events as needed

Organizational Life

- Participates in the Foundation's organizational life, including department management, improvement teams, and events as required
- Positively demonstrates the values and contributes to the culture of the Foundation
- Demonstrates a commitment to community and the well-being of New Hampshire
- Interacts professionally with other employees and external stakeholders
- Works effectively as a team contributor on all assignments
- Follows all company policies and procedures, as well as all local, state and federal laws concerning employment
- Contributes to a safe and productive environment

The New Hampshire Charitable Foundation provides equal employment opportunity to all applicants without regard to factors such as race, color, sex, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, military or veteran status or any other characteristic protected by law.

Essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This job description is general and may evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different and/or additional duties or responsibilities.