Job title	Manager, Fundraising Data & Systems
Department	Community Giving & Operations
Reports to	Senior Director, Annual Giving & Operations
Salary range	$87,400 - $95,000
Job type	Full-Time, Permanent, Hybrid working 2-3 days per week
Location	Toronto, Ontario
Posting period	Thursday, November 12, 2026

The opportunity

Are you motivated by the chance to help all young people in Canada access mental health support and Feel Out Loud at Kids Help Phone (KHP)?

The Manager, Fundraising Data & Systems leads the operational infrastructure that supports fundraising performance across Kids Help Phone Foundation. At a pivotal moment for the KHP Foundation, this role offers the chance to build and shape the next stage of fundraising operations, creating the systems, reporting, processes and team practices that enable smarter decisions, stronger collaboration, greater efficiency and scalable growth.

As fundraising becomes more data-driven, integrated and cross-functional, the Manager will help design the operational foundation that supports future growth and greater impact for young people across Canada.

The role must be able to apply practical system knowledge to improve workflows, reporting, data quality, day-to-day fundraising operations and stakeholder service. It'll take courage, collaboration, innovation, resilience and trust.

If you're interested in giving more young people's feelings a place to go with KHP Foundation, you can explore this opportunity today.

The responsibilities

<u>Lead Operational Excellence</u>:

- Lead and develop the Operations team, establishing priorities, service standards, goals and performance expectations.
- Develop and manage operational plans that align with departmental and organizational objectives.
- Oversee resource allocation and operational delivery across multiple workstreams.
- Identify risks, dependencies and operational challenges, implementing solutions to improve efficiency and effectiveness.
- Foster a culture of accountability, continuous improvement, collaboration and innovation.

Lead Reporting, Analytics & Business Intelligence:

- Develop and maintain dashboards, reporting frameworks and performance monitoring tools using Raiser's Edge NXT Insights, Power BI or similar reporting platforms.
- Translate operational and fundraising data into actionable insights for team and leadership decision-making.
- Support annual planning and budget development, forecasting and performance tracking activities.
- Monitor key performance indicators and prepare executive-level reports and recommendations.
- Identify trends, opportunities and risks through data analysis and business intelligence practices.

Oversee Systems, Data Quality & Governance:

- Lead administration, operational use and optimization of Raiser's Edge NXT and related fundraising and operational technology platforms.
- Ensure the integrity, quality, consistency and reliability of donor and operational data.
- Develop and maintain business rules, data standards and governance processes.
- Partner with stakeholders to improve system integrations, reporting capabilities and automation opportunities.
- Support technology projects that strengthen operational effectiveness and organizational capacity.

Drive Process Improvement & Operational Efficiency:

- Design, document and maintain standard operating procedures and workflows.
- Evaluate existing processes and implement improvements that increase efficiency, reduce risk and improve consistency.
- Establish quality assurance practices that support accurate reporting, data integrity and operational excellence.
- Lead operational projects from planning through implementation and evaluation.
- Ensure documentation remains current, accessible and aligned with organizational standards.

Manage Vendors & External Partners:

- Serve as the operational lead for external vendors supporting systems, analytics, reporting, automation and operational functions.
- Monitor vendor performance and ensure deliverables meet organizational needs and expectations.
- Coordinate implementation of vendor-supported projects and initiatives.
- Support contract management, budgeting, planning, and ongoing relationship management.
- Identify opportunities to improve vendor effectiveness and return on investment.

Lead Automation & Innovation:

- Identify opportunities to improve efficiency through automation, AI, reporting tools and digital solutions.
- Champion the adoption of new technologies and best operational practices.

- Reduce manual processes through workflow optimization and systems enhancements.
- Support the development of scalable solutions that strengthen organizational effectiveness.
- Promote innovation while ensuring compliance, governance and operational sustainability.

Support Strategic & Cross-Functional Initiatives:

- Partner with leaders across the Foundation to support organizational priorities and projects.
- Prepare reports, presentations, recommendations, and supporting materials for leadership review.
- Ensure action items, decisions and project deliverables are effectively tracked and executed.
- Support special projects and strategic initiatives as required.

The qualifications

- Postsecondary degree in Business Administration, Operations Management, Information Systems, Analytics, Fundraising - or a related field or an equivalent combination of education and experience.
- Minimum 6 years of progressive experience in operations, analytics, business intelligence, fundraising operations, technology or a related discipline.
- Experience developing reporting frameworks, dashboards and performance measurement tools.
- Expertise in Raiser's Edge NXT, and all its operational capabilities to support fundraising, is required
- Demonstrated experience leading teams, projects, budgets and operational initiatives.
- Experience building, dashboards and reports using Raiser's Edge NXT Insights, Power BI or similar business intelligence and reporting tools.
- Experience with process design, workflow optimization and continuous improvement practices.
- Proven ability to manage multiple priorities while maintaining high levels of accuracy and attention to detail.
- Experience working with cross-functional teams and external vendors.
- Strong leadership and people management skills.
- Exceptional analytical and problem-solving abilities.
- Ability to translate complex information into clear, actionable recommendations.
- Strong project management and organizational skills.
- Excellent written and verbal communication skills.
- Demonstrated ability to navigate ambiguity and drive results in a dynamic environment.
- Advanced proficiency with Microsoft 365 applications especially Excel, PowerAutomate, SharePoint, Teams, PowerPoint and related tools.
- Hybrid work environment based in Toronto. Ability to work on-site 2-3 days per week in office
- Occasional evening or weekend work may be required to support organizational priorities and key initiatives.
- Occasional travel may be required.

Don't meet every qualification listed? Studies often report that equity-deserving people are less likely to apply for jobs unless they meet every requirement. KHP Foundation is dedicated to building a more diverse, inclusive and authentic workplace, so if you're excited about this role, but your experience doesn't align with every qualification, we welcome you to apply anyway. You may have the qualifications / experience for this role or other opportunities at KHP Foundation.

The application process
To apply for this opportunity, you can tap the "Apply" button on this page and follow the on-screen instructions.

About KHP Foundation
KHP Foundation inspires generosity and raises funds across Canada to deliver on KHP's promise to youth. KHP Foundation helps ensure every supporter's contribution gives more young people's feelings a place to go wherever they are — from coast to coast to coast. Donors to KHP Foundation unlock the hope young people need to thrive in their world by scaling access to support, advancing equity and accelerating innovation so youth can always Feel Out Loud and get trustworthy help for any feeling or issue, big or small. Help now at KidsHelpPhoneFoundation.ca.

Inclusion, Diversity, Equity and Accessibility (IDEA)
KHP Foundation has a role to play in effecting social change and advancing equity. This is why the practice of IDEA is critical to us. We believe everyone who interacts with us deserves to feel empowered to bring their authentic selves to an environment of mutual respect. An open and diverse community can foster inclusion and amplify voices that have been, and continue to be, underrepresented.

As such, we welcome applicants from equity-deserving communities, including Indigenous Peoples, racialized persons, persons with disabilities, women, 2SLGBTQI+ individuals and more. We strongly believe that alleviating the underrepresentation of equity-deserving groups will help create a stronger KHP Foundation so young people across Canada can express all their thoughts and feelings.

Accommodations
KHP Foundation welcomes applications from people living with disabilities. Reasonable accommodations are available upon request during any phase of the application / hiring process. If you're contacted about an opportunity, you can reply and let us know if you require accommodations at any time.

Compensation and benefits
Salaries at KHP Foundation are determined by candidate experience, qualifications and specific skill sets, as well as market and operational considerations. Benefits at KHP Foundation may include:

- Hybrid work model
- Comprehensive employee benefits program
- Emergency travel assistance
- CAAT Pension Plan
- Wellness programs
- Recognition awards
- Employee and Family Assistance Program (EFAP)

Candidate verification
KHP Foundation will ask the successful candidate for this opportunity to complete a background screen, which may include criminal, credit, employment and educational checks. All offers of employment are conditional on the receipt of satisfactory results of any applicable check.

Privacy
KHP Foundation cares about your privacy. We're required to save select information about opportunities, applications and interviews for set periods of time. To learn more, you can explore KHP Foundation's privacy policy or contact us using our general form.

Message to agencies
KHP Foundation doesn't accept unsolicited phone calls, referrals and / or resumes from any source other than directly from candidates. KHP Foundation won't consider unsolicited phone calls, referrals and / or resumes from vendors including and without limitation, search firms, staffing agencies, fee-based referral services and recruiting agencies. The submission of unsolicited referrals and / or resumes by anyone other than a candidate directly to KHP Foundation is deemed gratuitous. KHP Foundation won't be obligated or bound in any way to pay a referral or any other fee if a person referred to us from a source other than a direct candidate is subsequently hired.