



ASSISTANT VICE PRESIDENT OF ADVANCEMENT OPERATIONS AND PLANNING

ByalaSearch LLC is pleased to announce that our firm has been retained by the Greater Boston Food Bank to identify candidates for the position of Assistant Vice President of Advancement Operations and Planning.

ABOUT THE GREATER BOSTON FOOD BANK

GBFB is the largest hunger-relief organization in New England and among the largest food banks in the country. Since its founding in 1981, it has been clear about its mission: To create a hunger-free Eastern Massachusetts for the 190 communities it serves, from Boston to the Cape to Worcester. We are committed to increasing our food distribution to provide three meals a day to every person in need in Eastern Massachusetts while supporting healthy lives and healthy communities.

Through the compassion and commitment of our supporters, staff, partners and volunteers, The Greater Boston Food Bank (GBFB) takes a bold, innovative and multi-pronged approach to achieve our mission to end hunger here through food acquisition and distribution and advocacy for local and national policies that work to curb and eradicate hunger.

Approaching fifty years old, the GBFB has continuously grown and expanded its efforts. In 1974, Kip Tiernan started to distribute food from her station wagon to those in need and later founded what we now know as The Greater Boston Food Bank (GBFB). From these humble beginnings, we have grown into the leading hunger-relief agency in New England and one of the largest in the country. Today GBFB provides over 109 million pounds of healthy food each year to more than 600 distribution sites across Eastern Massachusetts. That healthy food passes through GBFB before being distributed through more



than 600 partner agencies and direct distribution sites such as: Food Pantries, Soup Kitchens, Community Meal Programs, Senior Centers, Veterans, Afterschool organizations and more. Our partner agencies place food orders through our online inventory system and pick up their orders at our warehouse in Boston. For some partner agencies that are located too far from GBFB's warehouse for regular pick-ups or have transportation challenges, GBFB operates several cross-dock locations across Eastern Massachusetts. The transportation challenges of these agencies are accommodated by bringing food to convenient, central locations to ensure they get the critical food on which their community members rely.

GBFB acquires food through food industry product donations and financial contributions that enable us to purchase high-nutrient quality food. We also benefit from the generosity of over 12,000 volunteers annually who help to sort, pack and distribute food products. GBFB works to acquire, store, organize and distribute food through local food pantries, community meal programs, homeless and residential shelters, youth programs, veteran programs, senior centers, and day-care centers, each embedded in communities throughout the nine counties of eastern Massachusetts. With hunger increasing in Massachusetts, the need for GBFB and its services only increases. The need is great: one in three Massachusetts households experiences food insecurity, or the lack of consistent access to adequate food. 21.9% of Massachusetts households with children do not have access to sufficient or healthy food, according to a US Census Survey. Food insecurity rates, which are higher for Black and Hispanic residents, were exacerbated by the pandemic. Just 19% of all Massachusetts households experienced food insecurity in 2019. This jumped to 30% in 2020, 32% in 2021, and 33% in 2022.

In November 2023, O'Neil Outar joined GBFB as Executive Vice President and is now Chief Advancement Officer leading the Advancement Division overseeing communications, fundraising, marketing, public affairs, and public relations. Prior to joining GBFB, O'Neil spent 30 years in senior fundraising and engagement management roles at leading global research institutions, most recently at Rhode Island School of Design where he served as Vice President of Advancement. He is known as an impact leader who has worked to transform organizations through building advancement organizations and securing transformative gifts.



GBFB Advancement is undergoing a rebuilding to create an organization and program that can support the demands of growing food insecurity in the region. GBFB raises approximately \$40 million in cash annually and is considered one of the most respected nonprofits in Greater Boston. During the COVID-19 pandemic, GBFB saw donors and dollars surge (both more than tripled) in response to public awareness of growing food insecurity in the region. Since the pandemic, GBFB Advancement has been tasked with building a best-in-class organization to increase fundraising to meet increasing and ongoing needs. In addition to the funding they provide, partner corporations and foundations play an essential role in increasing visibility of food insecurity in our communities. Priorities for the new organization include new stewardship programs, enabling infrastructure, and planned giving.

PRIMARY FUNCTION

The Assistant Vice President of Advancement Operations and Planning (AVPAOP) at the Greater Boston Food Bank (GBFB) provides proactive leadership and planning across the key functions that support fundraising and engagement at GBFB, including advancement data systems and reporting, prospect management and research, donor relations and stewardship, gift processing, and multi-year planning and performance metrics. The AVPAOP reports to the Chief Advancement Officer and is a member of the Advancement Senior Management Group along with the Assistant Vice President of Annual and Digital Giving, the Senior Vice President of Philanthropic Partnerships, and the Vice President of External Affairs.

The AVP plays a critical role in advancing GBFB's mission to End Hunger Here by evolving the planning, processes, and capabilities of advancement operations using data-driven methods and strategy to enable expanded digital fundraising, strengthened donor engagement and stewardship, and increased philanthropic support.



Across GBFB, the AVPAOP serves as Advancement's liaison to Finance, Human Resources, Enterprise Technology Strategy and Services, and Business and Data Analytics; fostering collaboration across these areas and ensuring that shared business objectives and processes are mutually supported and delivered.

POSITION DESCRIPTION

Role and Responsibilities:

Team Leadership and Collaboration

- Managing direct reports in Advancement Operations and Systems and Donor Relations, provide leadership, mentorship, and professional guidance to a team of eight, including five in Operations and three in Donor Relations (7.5 FTE total)
- Work collaboratively with the Chief Advancement Officer, Vice President of External Affairs, Senior Vice President of Philanthropic Partnerships, and Assistant Vice President of Annual and Digital Giving to ensure Advancement Operations provides necessary support for each core function.

Advancement Systems, Data Analysis and Reporting

- Working closely with the Director of Advancement Operations and Systems and the Director of Donor Relations, oversee the planning and execution of GBFB's investment in ongoing improvements to advancement data and systems.
- Develop and implement a best-in class reporting framework to support Advancement planning and decision-making, and to provide executive and governance leaders with timely reports on Advancement performance metrics.



- Serve as the point person for leadership-level reporting and analysis needs, managing both recurring and one-time reports that inform progress and decision-making.
- Oversee both proactive and reactive report creation; update processes, working with Advancement Operations and Systems, Enterprise Technology Strategy and Services, and Business and Data Analytics to assess the long-term alignment of Salesforce with divisional and organizational needs.

Donor Relations and Stewardship

- Oversee the evolution of GBFB's systems and processes to execute scalable donor relations at all levels of giving for nearly 40,000 annual donors, including gift receipting, acknowledgment, and both mass and customized stewardship.
- Working with the Director of Donor Relations, guide the establishment of a comprehensive donor recognition and stewardship program.

Gift Processing

- In partnership with the Assistant Vice President of Annual and Digital Giving, oversee the execution of gift and data processing related to direct response; in partnership with the Senior Vice President of Philanthropic Partnerships, oversee gift processing related to event sponsorships and in-kind donations.
- In partnership with the Vice President of External Affairs, develop and manage tools for giving on GBFB Website.



- In partnership with the Controller, develop systems and processes to ensure Advancement CRM (Salesforce) and Finance business management tools (NetSuite) share donor and financial information and meet common and functionally specific standards.

Prospect Management and Research

- In partnership with the Senior Vice President of Philanthropic Partnerships, guide and support the implementation of the Moves Management process through data quality, management reports, and research on leading donors.
- Implement value-added research support tools and vendors including LiveAlumni, iWave and other prospect research and management services.

Planning and Budgeting

- Lead and manage Advancement budget planning, including planning department budgets and performance forecasting and reforecasting.
- Support the Advancement-wide annual goal-setting process, including identifying performance metrics across key fundraising programs and supporting the reporting to track performance over time, bringing best practices in prospect analysis and modeling.
- Serve as the point of contact for the Advancement business strategic plans including biannual monitoring and reporting out of plans, analysis of progress against plans, and regular reporting to the Advancement Committee of the Board of Directors.
- Directly manage the distribution of quarterly Advancement performance reports to the Board of Directors, Board of Advisors, and Advancement Committee.



- Serve as the primary lead on Advancement policies including Relationship Management, Gift Acceptance, and Naming.
- Manage vendor partnerships that fill timely and mission-critical data and data quality gaps.

Ideal Skills and Experience:

- Bachelor's Degree required. Graduate degree preferred.
- 10 years of experience in advancement strategy, planning and operations, with a preference for experience in organizations with complex revenue streams and significant philanthropic support. 5+ years of leadership experience in this context.
- Deep appreciation for the social context of GBFB's mission and commitment to ending hunger in Eastern Massachusetts.
- Experience with, and working knowledge of, all advancement functions, including fundraising, external affairs, communications, grant administration, and broader philanthropic trends.
- Experience building and fostering collaborative relationships across the organization and between key business functions.
- Experience with resource planning and resource management, taking into account input from a variety of angles, including donor, department and organization.
- Excellent communication, interpersonal, and relationship-building skills; excellence in written and verbal communications.
- Excellent organizational skills, strong prioritization skills and attention to detail.
- Experience leading and managing advancement operations and reporting in a Salesforce environment is preferred; strong proficiency in digital media, social media and Microsoft Office suite.



- Ability and willingness to travel.

Critical Competencies and Metrics for Success:

- Build physical tools for research, including custom reports; experience in data driven decision-making, project management, and resource planning and budgeting.
- Successfully manage and execute projects – move projects from scope to IT to Salesforce.
- Bring team along on use of data and technology as part of best practices; demonstrated experience supervising, managing, and motivating team members; experience hiring and developing advancement operations staff; experience managing proactively to ensure smooth team operations and effective collaboration across the organization.

Other Characteristics:

Personal motivation combined with dedication to GBFB's mission are essential to the Assistant Vice President of Advancement Operations and Planning. The successful candidate will be collaborative and demonstrate flexibility in adapting to shifting institutional priorities and must possess the maturity, poise, and sophistication to understand and manage complex relationships with colleagues and a wide range of external constituents. They will have demonstrated expertise in advancement operations and their best practices, making them a trusted advisor to the philanthropy team and greater organizational team.

The Assistant Vice President of Advancement Operations and Planning will have a demonstrated ability to bring team spirit, enthusiasm and integrity to the role to motivate and achieve results. The placement will be a self-starter who enjoys working independently and as part of a team on



behalf of the Greater Boston Food Bank, equally skilled at being entrepreneurial and deeply collaborative.

WORK ENVIRONMENT

This role follows a hybrid schedule, in-office Mondays and Thursdays, and working in accordance with GBFB's hybrid work policy. The in-office time is used primarily for team meetings and formal and informal collaboration necessary to foster and support a positive work culture.

COMPENSATION

The compensation for the AVPAOP is targeted at \$160,000 to \$170,000.

KINDLY SEND NOMINATIONS OR EXPRESSIONS OF INTEREST TO:

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