



# ROYAL EXCHANGE THEATRE

## JOB DESCRIPTION

**JOB TITLE:** Development Assistant  
**Responsible to:** Senior Development Manager  
**Responsible for:** n/a

## INTRODUCTION TO THE ROYAL EXCHANGE THEATRE

The Royal Exchange Theatre sits at the heart of Manchester’s culturally dynamic city centre. We are one of the largest and most compelling producing theatre companies in the UK commissioning, creating, and developing original and ambitious theatre in our two permanent theatre spaces - a 750 seat in-the-round space and a 90-seat flexible studio space – as well as throughout the building, across the city and beyond. We have additional space in the Northern Quarter area of the city, Swan Street, which houses our Production Workshop where we design and build all our theatre sets. As well as the workshop, Swan Street also contains another rehearsal/studio space and the theatre’s vast Costume Hire Department housing thousands of its on-stage costumes

## JOB OVERVIEW

The Development Department is the Theatre’s Fundraising team. It raises money from grants, businesses and individuals to support the work of the theatre.

The Department is led by the Development Director who works with three managers who each lead on an area of fundraising:

- Grants – funds are raised by writing applications to Trusts, Foundations and other grant making bodies;
- Corporate – Businesses support the theatre by purchasing a membership, sponsoring an area of the theatre’s activities or donating services for free or at a reduced cost.
- Individuals – Individuals can make donations to the theatre by making a one-off donation, making a monthly gift, purchasing a floor or seat plaque or by leaving a gift to the theatre in their will.

The Development Administrator supports the day to day operation of the department, supporting all areas of fundraising activity.

Managed by the Senior Development Manager and working closely with the Development Coordinator, the Development Assistant is responsible for: booking tickets, mailings, ensuring accurate records are kept and room bookings and set up.

## DUTIES AND RESPONSIBILITIES

- Act as the first point of contact for supporter enquiries and ticket bookings
- Book tickets and take payments ensuring accurate records are kept
- Manage the Exchange Suite diary and update the company room booking system (Artifax)
- Support the delivery of events working closely with the Development Coordinator
- Carry out mailings, including, donation acknowledgement, season announcements, brochure mailings and Members newsletters working closely with the Development Coordinator
- Count donation box income and bucket collection income
- Attend and minute Department meetings
- Prepare briefing notes as required
- Provide cover for the Development Coordinator and Membership Coordinator as required
- Support the Development Managers and Development Director as required
- Any other duties as appropriate and reasonably required.

## DUTIES AND RESPONSIBILITIES OF ALL STAFF MEMBERS

- To be aware of the work of other departments in the achievement of the Royal Exchange Theatre's aims and to take an active part in communicating and co-operating with other staff and departments.
- To work in accordance with the Equality and Diversity policy of the Royal Exchange Theatre and to participate in the achievement of the theatre's Diversity action plan.
- To be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety policy.
- To take part in the company's work around Sustainability and reduce environmental impact.
- To be aware of and comply with rules and legislation pertaining to Safeguarding and to abide by the procedures as set out in the Safeguarding policy.
- To abide by other guidelines, procedures and policies provided by the Company.
- To take part in such working groups and committees as might from time to time be required for the fulfilment of departmental or company aims.

## PERSON SPECIFICATION

### Essential skills and experience

- Demonstrable experience in administration
- Ability to accurately enter and analyse data and learn to use a CRM system
- Experience of delivering excellent customer service
- Ability to design information materials such as supporter newsletters and briefing documents
- Excellent attention to detail
- Strong interpersonal skills and the ability to communicate with a wide variety of people at all levels
- Able to work in a team
- Capacity to attend regular evening and occasional weekend events

### Desirable

- Experience of using WordFly or similar digital communications platform
- Experience of Artifax
- Experience of Tessitura
- Experience in a fundraising environment
- Previous experience of delivering high quality events
- Understanding of the relevance of Data Protection to the work of the Department

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