

ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Fundraising Assistant

SALARY: £25,880.40 pro-rata (actual salary is £17,746.56 per annum based on 24 hrs per week)

HOURS: 24 hours per week. Some evening and weekend work required for which TOIL is offered

CONTRACT: Fixed-term, 12 months

RESPONSIBLE TO: Fundraising Manager

AREA: Fundraising

JOB OVERVIEW

The Fundraising Assistant supports the day-to-day administration of all areas of fundraising activity for the Theatre. Managed by the Fundraising Manager they have specific responsibility for:

- Spektrix and data, acting as the database champion for the team
- First point of contact for supporter enquiries and ticket bookings
- Floor and seat plaques

RESPONSIBILITIES

Fundraising & Stewardship

- Act as the first point of contact for supporter enquiries, managing the donations email inbox
- Manage all ticket booking requests for supporters, trustees, and stakeholders
- Manage seat and floor plaque campaigns, including processing, engraving liaison, payment processing, etc.
- Work with the Fundraising Officer to process and administer Memberships including acknowledgements, direct debit administration, renewals and regular communications
- Support the Fundraising Officer in producing Fundraising events (as required) and coordinate practical event delivery on the day as instructed. Event delivery responsibilities include sending reminder / joining instructions in a timely manner, booking and allocating tickets, setting up any spaces / related activity, being the main point of contact for staff and guests on the day, ensuring all guests receive a warm welcome and are hosted appropriately
- Support the Fundraising Officer with the practical delivery of the annual Christmas appeal and one-off donations, e.g., donation counts, Good Box

Data, People & Systems

- Website and accreditation - responsible for maintaining the 'Support Us' website pages, including creating new pages, and reviewing copy and associated images. Ensure donor listings are accurate and up to date in print, online and on donor boards.

- Spektrix lead - Lead on the day-to-day administration of Spektrix, adding and amending customer details, updating opportunities and ensuring data cleanliness across the system in line with GDPR
- Responsible for implementing any changes to systems, filing, data processing. Ensure data and records are stored safely and effectively in line with GDPR. Take a proactive approach to developing and maintaining administrative systems.
- Ensure all Fundraising activity is scheduled in our events system 'YesPlan' and attend weekly Operations meetings as required.
- Participate actively in regular department and team meetings, contributing to strategy, discussions and decisions.
- Create and manage templates to support Fundraising Manager and Fundraising Officer with stewardship and grant management, write dynamic and engaging copy for Members' newsletters, updates, and the website (as instructed).

WHAT WE WILL PROVIDE

- A supportive, inclusive, and collaborative working environment. We will consider everyone's needs and improve where we can
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing
- Personal and professional development opportunities
- Ongoing training such as inclusivity, anti-racism, unconscious bias, mental health, and wellbeing
- A stimulating and creative workplace where everyone's opinions and ideas can be shared
- Competitive salaries and opportunities to contribute to pensions
- Access to mental health and wellbeing services

PERSON SPECIFICATION

Essential

- Experience in administration and/or an office environment
- Confident in using Microsoft Office (Word, Excel, Publisher, etc.)
- Experience of using a Box Office or Customer Relationship Management (CRM) system
- Excellent attention to detail and accuracy writing, proofreading and compiling reports
- Confident writing copy for events, newsletters, invitations, etc.
- Ability to deliver excellent customer service
- Positive and enthusiastic attitude with a desire to learn and develop
- Ability to handle sensitive information and act with discretion

- A good degree of numeracy

Desirable

- Experience of fundraising
- Experience of using Spektrix
- Experience of financial processes
- Experience of marketing and design tools (DotDigital, Canva, etc.)
- Understanding of the relevance of Data Protection to the work of the Department