

JOB DESCRIPTION

Job title: Development Administrator

Responsible to: Development Manager

Hours of work: 35 hours per week

Holiday entitlement: 20 days plus Bank Holidays

Main Purpose of Post:

The Development Administrator is an essential role, supporting the Chetham's Development Department to maximise donated income to the Chetham's Foundation. The role provides administrative support across a range of fundraising tasks, including the management of a customer relations management database, financial reconciliation, research tasks and event organisation.

Specific Responsibilities

Data Management

1. Manage the department's Raiser's Edge database, ensuring standardised procedures are consistently used across the team.
2. Proactively research and implement new procedures to ensure streamlined processes are in place.
3. Accurately manage all gift processing procedures and regularly reconcile data with the finance team.
4. Keep records updated to ensure relationships are well documented and managed.

Individual Giving

1. To provide administrative support for Chetham's membership schemes, assisting with the recruitment and renewal of members and sending communications out to all members.
2. To use the box office database, TicketSolve, to record online donations and monitor giving trends and patterns.
3. To help identify potential new supporters, through the Box Office and other sources, and undertake detailed research profiles on such prospects.
4. Help prepare and send digital and print mailings.

Trusts and Foundations

1. To research and identify new avenues of support for Chetham's to apply to.
2. To prepare appropriate materials as required for applications and to send in a timely manner.
3. To manage a grants calendar, ensuring that all reporting and application deadlines are met by the team.

Events

1. To assist with the organisation of stewardship and cultivation events, from student recitals to gala dinners.
2. To coordinate invitations and monitor RSVPs for events.
3. To assist the Development Team with hosting responsibilities as appropriate.

Other

1. Provide general administrative support to the department, ensuring the smooth day-to-day running of the office, basic correspondence, service as the first port-

- of-call, etc.
- 2. To keep abreast of new regulations and policies within fundraising, specifically new data protection regulations.
- 3. To keep updated on developments at Chetham's and to update social media channels as appropriate.
- 4. To proofread all development materials, including applications, newsletters and marketing materials.
- 5. To be an active member of the Development team, identifying income generation opportunities and ensuring best practice is implemented in the use of Raiser's Edge.
- 6. To assist the Development team in achieving their annual fundraising target.

General Responsibilities

- 1. To support the Development Department in maximising fundraising revenue for the organisation
- 2. To maintain confidentiality of information acquired in the course of undertaking duties
- 3. To work out of office hours including occasional weekends and evenings when required
- 4. Take a full part in the staff development programme including appraisals
- 5. Undertake such other duties and responsibilities as may be reasonably required

This job description reflects the principal accountabilities of the post and identifies the level of responsibility at which the post holder will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out after consultation with the post holder.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date

This job description was updated in January 2018



PERSON SPECIFICATION – Development Assistant

Essential attributes

- Strong administrative skills and the ability to oversee the smooth running of the department
- Reliable proofreading skills, with accuracy in grammar and an eye for detail
- Highly organised with the ability to analyse and streamline processes and procedures
- Strong and accurate data entry skills
- Excellent time management skills and the ability to manage a demanding workload
- Exceptional customer service skills – professional, welcoming and friendly, with a natural desire to go the extra mile to help and exceed expectations
- Self-motivation and persistence
- A naturally flexible approach, maintaining a patient and positive attitude under pressure in a dynamic working environment
- Willingness to be “hands on” in all aspects of the role
- Understanding and appreciation of the work of Chetham’s
- Suitability to work with children

Desirable attributes

- Understanding and/or appreciation of classical music
- Passion for or interest in heritage and history
- Experience of working with the Raiser’s Edge database
- Strong verbal communication skills
- Experience of working within an arts organisation

The post holder will be required to undergo a Disclosure and Barring Service check at the Enhanced Level.