JOB DESCRIPTION.

JOB TITLE	**Development Assistant**
REPORTS TO	**Director of Development**
DEPARTMENT	**Development**
RESPONSIBLE FOR	**Friends Volunteers**
SALARY	**£22,000 per annum**

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

Shakespeare's Globe is an educational charity administered by the Shakespeare Globe Trust. Shakespeare's Globe receives no annual subsidy from the Arts Council for our core artistic and educational work or for current capital projects. The Development department therefore must seek new sources of non-core funds and resources to support all the activities and capital projects for Shakespeare's Globe.

The department is also responsible for initiating and developing short and long-term strategies and plans to secure funding projects that meet and develop the objectives of Shakespeare's Globe and to engage the wider organisation with the importance of fundraising to secure a long term and sustainable future.

PURPOSE OF JOB

- Assist on daily administration for the Director of Development, as well as both revenue and capital teams.
- Provide support across the whole of the Development team.

PRINCIPAL RESPONSIBILITIES

- Provide administrative support for the Director of Development, and the wider Development team.
- Maintain accurate records for supporters, prospects and events on the Globe's customer relationship management database, Tessitura.
- Undertake donor research and create briefing documents for meetings and events.
- Answer telephone calls, emails and other correspondence as directed.
- Process ticket requests and tours, liaising with Box Office and Front of House as required.
- Manage the post requirements for the team, including collecting, sorting, processing outgoing post and ensuring that it is franked appropriately.
- Manage stationery orders and room bookings for the team.
- Arrange and ensure appropriate donor boards and programme recognition is up to date.
- Financial responsibilities including assisting with handling membership and donation payments of all types, donation box collections and liaising with Travelex as required.

- Oversee gift management including GiftAid processing, ensuring gifts are processed correctly, thank you letters are distributed promptly and any other follow-up is undertaken.
- Assist in managing the Development inbox; responding and redirecting enquires as necessary.
- Assist in arranging cultivation and stewardship events for our supporters, including invitations, guest lists, catering arrangements and fundraising collateral, liaising with internal contacts and suppliers.
- Support the team with individual giving campaigns by coordinating logistics and internal communications.
- Support the team with fundraising collateral, prospect meetings and delivery of benefits to supporters as required.
- Support the membership team during priority booking and with the Friends Desk when required to help process renewals and answer queries.
- Provide administration and support on fundraising initiatives and campaigns, including internal communications and liaising with teams across the Globe to ensure smooth delivery.
- Represent and support the Development team at events or with tasks as required.

PERSON SPECIFICATION
Essential
- Excellent administration and financial skills, with good attention to detail.
- Proven experience of databases, and excellent IT skills with a familiarity of all major MS Windows-based software packages.
- Good organisational skills with the proven ability to meet deadlines whilst maintaining accuracy.
- Excellent communication skills (including written) with the ability to deal effectively with a range of people.
- Excellent inter-personal skills with a well-developed sense of tact and diplomacy.
- A customer service focused approach.
- Proven experience of working effectively as part of a team and being a supportive team member.
- The ability to develop and maintain good working relationships with colleagues, partners and stakeholders.
- A proactive and solutions focused approach.
- The ability to maintain professionalism and confidentiality when dealing with sensitive information and business matters.
- A commitment to working within a creative arts/education environment.
- Flexibility to work some evenings and weekends.

Desirable
- Experience using the CRM system Tessitura.
- Experience of event coordination
- Experience using email software such as Wordfly or Mailchimp.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS
Permanent / Full time
[A full set of terms and conditions will be supplied with a contract of employment]

Hours: 35 hours per week exclusive of lunch breaks. Additional hours at evenings and weekends are frequently required for which time in lieu may be granted. There are no extra payments for additional hours worked. A flexible approach to work, with the ability to work outside standard hours as required is essential.

Holiday: The annual holiday leave is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to Shakespeare's Globe Tour and to selected Globe Education events; access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.