



JOB DESCRIPTION.

JOB TITLE	Development Operations Manager
REPORTS TO	Co-Director of Development
DIRECT REPORTS	None
DEPARTMENT	Development

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

The Development Operations Manager is responsible for prospect tracking, supporting the stewardship and cultivation cycles of donors on Tessitura and delivering stewardship reports for Development. Support the department in best practice use of the database to maximise effective and collaborative working and ensure compliance.

PRINCIPAL RESPONSIBILITIES

- Working with the Development team, be responsible for ensuring that Development income is recorded.
- Responsible for ensuring Tessitura is maintained and up-to-date in line with data protection legislation, for processing donations and gift aid, and regular housekeeping activities to ensure data accuracy and quality.
- Provide accurate reports and briefs to facilitate effective communications and build relationships with our stakeholders.
- Responsibility for the management of Tessitura database and gift processing in the Development team.
- Champion database usage, be responsible for the integrity of the data, provide professional support and training to users, and lead on the processing of all gifts.
- Lead on the review, design and implementation of the processes, policies and procedures connected with Tessitura and data management to ensure best practice across the department.
- Perform complex database processes, imports, queries and exports in Tessitura.
- Implement and manage a research strategy for new prospects that supports the department.
- Use expertise to analyse information and efficiently provide research on individuals, companies, charitable grant giving, statutory and research funding bodies.

- Conduct datamining of Tessitura to identify new prospects and undertake research on individuals, corporations and charitable trusts using a variety of resources including news, biographical, financial databases.
- Deliver well-presented briefing documents, in-depth profiles and reports for a range of Development activities and for a range of stakeholders, including the Directorate and Trustees.
- Maintain accurate records for all events on Tessitura in compliance with GDPR, including bookings, financial records, and client and prospect information.

PERSON SPECIFICATION

- Experience using and the strategic application of a CRM (customer relationship management) system in a Development or Marketing Department.
- Experience of prospect research tools and techniques.
- Evidence of improving performance through systems and processes that deliver results, with knowledge of GDPR and fundraising data best practice.
- Experience of managing and reporting stewardship plans of customers, donors or members in a not-for profit, charity or arts environment.
- The ability to maintain professionalism and confidentiality when dealing with sensitive information and business matters.
- Proven experience of working effectively as part of a team, including using own initiative and being a supportive team member.
- Effective planning, administration and MS Office skills, with the proven ability to prioritise and meet deadlines in a fast-paced environment, maintaining accuracy at all times.
- Excellent analytical and communication skills (including written) with the ability to effectively interpret and present data in different ways to a range of people at all levels.
- The ability to develop and maintain good working relationships with colleagues, partners and stakeholders.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others
- Thoughtfulness, reflecting, and problem solving
- Influencing and communicating with others
- Delivering high-quality output

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Permanent / Full-Time (happy to talk flexible working)

[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 may be required (agreed in advance), for which time in lieu may be granted. There are no extra payments for additional hours worked. We're happy to talk about flexible working options.
- Salary:** £32,000 per annum from 1 November 2021.
Globe staff are all working with a 10% salary reduction until October 2021.
- 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 selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

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.