

## Development Assistant

### Job Description

September 2024

The Royal Philharmonic Orchestra (RPO) has a clear mission to enrich lives through orchestral experiences that are uncompromising in their excellence, wide-ranging in their appeal and inclusive in their delivery. Performing approximately 200 concerts each season and with a global live and online audience of more than 60 million people, the Orchestra acts as a cultural ambassador for the UK on the world stage, whilst also enhancing the social and cultural fabric of local communities through a wide range of community, education, inclusion and wellbeing programmes.

#### ROLE

Contract	Full-time, permanent
Start date	November 2024
Salary	£24,000 - £25,000
Location	16 Clerkenwell Green, London, EC1R 0QT (relocating to Wembley Park in 2025)
Reports to	Head of Development
Working hours	9:30–17:30 Monday–Friday and attendance at evening and occasional weekend events Option to work 2 days per week from home

#### APPLICATION AND INTERVIEW DATES

Application deadline	Monday 14 October 2024, 10AM Shortlisted candidates will be notified on Tuesday 15 October
Interview	In person on Tuesday 23 or Wednesday 24 October 2024, to include a 30-minute job related exercise
Format of application	Please email a CV and covering letter explaining your interest and suitability for the role to <a href="mailto:recruitment@rpo.co.uk">recruitment@rpo.co.uk</a> Please include <b>Development Assistant</b> in the subject line and address your application to David Sutherland, Head of Development
Application information	Please see our <a href="#">Guide for Applicants</a> and our website <a href="http://www.rpo.co.uk">www.rpo.co.uk</a>

#### PURPOSE OF THE ROLE

The RPO's Business Development Department generates revenue for the Orchestra from donations, sponsorships, and ticket sales. It also communicates the Orchestra's journey to audiences and supporters in ways that maximise the value and impact of the RPO brand.

The Development Assistant works on the fundraising and sponsorship elements of the department's remit. This exciting and varied role works closely with the Head of Development and the wider team to provide essential administrative and operational assistance, stewarding the RPO's family of benefactors and supporters. The post-holder coordinates a busy calendar of Development events, ensuring that the RPO continues to foster loyalty and growth across its portfolio of supporters (individuals, corporates, trusts and foundations).

## JOB DESCRIPTION

### **Organisation of the Development team's events programme and concert receptions:**

- Manage invitation diaries and guest lists
- Ensure timely communication of requirements to the RPO's venue and hospitality partners, including booking event spaces and ordering catering
- Distribute invitations and compile RSVPs
- Coordinate tickets for Development guests
- Create and distribute joining instructions for Development guests
- Create management schedules (detailing event and attendee information) for the internal Development team
- Coordinate the attendance of RPO musicians at Development events
- Support the Development team's efforts to create compelling and impactful promotional material for membership schemes and other Development projects and initiatives
- Ensure clear and effective communication of event requirements across other RPO departments
- Engage with benefactors at concert receptions and other Development events

### **Management and maintenance of the Development team's CRM database (Spektrix):**

- Administer the Development customer relationship management (CRM) database, Spektrix, ensuring that donor information, donation records and other relevant data are current, carefully maintained and compliant with the RPO's data privacy policy
- Log invitations, RSVPs, and ticket bookings in the CRM database
- Extract reports and analytical data from Spektrix to support in the Development team's fundraising efforts (prospecting, proposal/application writing, etc.) as directed by the Head of Development

### **Supporting major fundraising projects and events:**

- Assist in the coordination of large-scale fundraising projects and events (e.g., RPO Gala Evenings and International Patrons' Trips), including liaising with venues and suppliers (e.g. catering, audio/video, and printing services)
- Collate event budgets by tracking expenses and donations
- Design and circulate 'save-the-dates', invitations and other key supporter literature
- Manage guest lists and devise seating plans
- Organise additional cultural visits and hospitality for overseas supporters visiting London (e.g. American Friends of the RPO)

### General Development duties and responsibilities:

- Support the Development team with donor communications and correspondence, including thank you letters, newsletters and concert announcements
- Support with the administration of donor renewals across each of the key income streams
- Undertake research tasks for new individual, trust and corporate prospects, as directed by the Head of Development
- Support the Development team's work to create compelling and creative proposal/application documents
- Assist the Head of Development with the collation of reports and materials for the RPO's Board
- Departmental finance administration, including liaising with the Finance Department on invoicing, record keeping, budget tracking, Gift Aid declarations and Direct Debits
- Liaise with the Print and Programme Manager on Development features in concert programmes (e.g., corporate adverts, campaign materials, sponsorship credits)
- Ensure that donor acknowledgements are up to date, both in print and online

### PERSON SPECIFICATION

This role will suit a highly efficient and organised individual looking to explore a career in fundraising within the arts. This is a busy and varied role where effective communication, time management and prioritisation are the keys to success. Accuracy and attention to detail in all areas are imperative for success in this role.

### Essential skills:

- Meticulous accuracy and attention to detail
- Positive attitude and work ethic with a willingness to learn
- Eloquent communicator in both written and verbal contexts
- Ability to communicate confidently and respectfully with a diverse range of people of different ages, backgrounds, and positions of responsibility
- Competence using the Microsoft Office suite (Outlook, Excel, Word, PowerPoint)
- Basic understanding of budgets and cash flow
- Ability to prioritise a busy workload, including multiple ongoing tasks and competing deadlines
- Ability to remain calm and flexible under pressure
- Willingness to travel outside London (e.g. to RPO concerts and events across the UK as required) and work at evening events and occasional weekends

### ADDITIONAL BENEFITS

- 25 days annual leave per annum
- 8 Bank holidays
- Entitlement to leave during the Company's annual (Christmas) shut down (generally 3 days)
- Time off in lieu for work on weekends or Bank holidays
- Pension scheme with an employer contribution up to 6% of salary
- Interest-free loan for an annual travel season ticket after 6 months