

JOB TITLE:	DEVELOPMENT OFFICER – P/T
REPORTS TO:	CHIEF EXECUTIVE
RESPONSIBLE FOR:	Assisting in Fundraising and Development for The Queen's Hall
SALARY:	£23 - 25k pro rata
HOURS:	21 hours per week for an initial period of 12 months subject to review

JOB OVERVIEW:

The primary function of the Assistant Fundraising Officer is to support, develop and further the ambition of The Queen's Hall in its aim to raise charitable funds for the venue and its programme. They will be responsible for implementing the strategy to increase regular and smaller individual gifts, cultivating, asking and stewarding those supporters. The successful candidate will provide administrative support, ensuring efficient systems and communications are maintained and act as a helpful and knowledgeable 'front-line face' of The Queen's Halls' development team. They will deliver our donor relations, take ownership of our fundraising software package, working with finance & box office teams to enable effective stewardship, gift administration and fundraising in general. They will work closely with our marketing team to deliver our fundraising messages online (website, social media channels), in hard copy materials (newsletter, brochures, programme) and through events.

The post holder will work effectively as a member of the fundraising team which includes; Imogen Assenti freelance fundraiser, The Queen's Hall's Chief Executive and Fundraising and Development Manager plus nominated Board representatives.

Key responsibilities

Fundraising & Administration

- Work with Development and Marketing teams to implement the new strategy for increasing income across all individual giving streams.
- Managing a portfolio of supporters, developing ideas and opportunities to grow supporter relationships.
- Managing fundraising enquiries – telephoning, emailing and writing to supporters with all relevant information.
- Maintaining contact and creating and maintaining new supporter records on the Spektrix fundraising database including the development of the individual giving scheme.
- Providing administration support to the fundraising group as required including minute taking.
- Where necessary, ensure the safe collection and depositing of donations in accordance with standard procedures.
- Support for data protection maintenance and procedure implementation across the organisation in line with relevant legislation.
- Undertake relevant research for prospective individual and corporate supporters

- Update the fundraising income and expenditure budgets, overseen by the Fundraising and Development Manager
- Ensure that donor information is kept up to date in Spektrix, in line with Data Protection Policy
- Maximise Gift Aid income opportunities and work closely with the finance team to ensure gift aid declarations are accurately made.

Fundraising Marketing & Communications

- Co-ordinating the updating of fundraising events related content on the website, including providing content to The Queen's Halls' social media pages.
- Assist in the creation, production and distribution of marketing materials, including the fundraising newsletter to appropriate audiences.
- Providing information about potential media stories to the Marketing team.
- Checking the fundraising email address on a daily basis and respond as appropriate.
- Attending fundraising events, cheque presentations and photo-calls.
- Support event administration when required, which will include attending and assisting in the organisation of events.

Managing Relationships

- Attend, participate in and contribute to meetings and events, ensuring appropriate up to date information is communicated and acted upon.
- Work creatively, cooperatively, and collaboratively with colleagues to deliver agreed The Queen's Halls' strategies, plans and projects.
- Develop and maintain relationships within the sector to develop and retain a full understanding of the market: in particular, develop close positive relationships with artists, potential donors, trusts, promoters and agents.
- Act as a point of contact for fundraising and development enquiries ensuring that The Queen's Hall is represented consistently and in a positive way, in all responses.
- Build and maintain strong working relationships with external stakeholders to ensure that Queen's Hall fundraising potential prominence is optimised.
- Help maintain the development priority list mailing list, regularly updating this with new contacts and all upcoming events
- Monitor responses and produce monthly status reports and attend Queen's Hall Board meetings as required.
- Establish and maintain effective customer and supplier relationships.
- Anticipate and fulfil client needs in a successful manner where appropriate.
- Fully understand the many facets of the business and structure in order to value different requirements, and act with diplomacy to achieve the best possible outcome.

Management and Development of Team

- Contribute to the creation of a staff culture where everyone is valued and equipped to do their job.
- Where appropriate ensure all staff adhere to policies and procedures contained within their terms and conditions of employment and employee handbook.
- Be aware of Health and Safety policy ensuring that employees are aware of and follow health and safety procedures within all aspects of their work, and contribute to promoting a workplace culture that is positive to good health and safety.

- Ensure that holidays, time off in lieu, expenses, and other working arrangements are authorised appropriately.

Employee Specification

- The Development Officer will be able to demonstrate a track record of success in fundraising.
- The Development Officer will have an up to date, appropriate knowledge of the arts and cultural sector, and the changes occurring within it.
- The Development Officer will possess sound fundraising skills, knowledge and experience, and be able to apply these skills and knowledge in a dynamic and challenging performing arts environment.

Essential	Desirable
1. Experience	
<ul style="list-style-type: none"> • Demonstrable people skills, able to motivate and enthuse supporters, volunteers and colleagues, combined with an ability to listen and understand how to take matters forward. To enjoy networking and meeting new people 	<ul style="list-style-type: none"> • Someone who is excited by the challenge of expanding a fundraising function in a successful institution. An interest in the performing arts/theatre would be an advantage
<ul style="list-style-type: none"> • A flexible approach that enjoys managing several things at once while keeping a clear overview. 	<ul style="list-style-type: none"> • Event management
<ul style="list-style-type: none"> • Experience in using Excel, Word and Fundraising Software 	<ul style="list-style-type: none"> • Comprehensive and flexible communications skills – including the ability to write proposals, speeches, fundraising text and reports
<ul style="list-style-type: none"> • Working with diverse stakeholders 	<ul style="list-style-type: none"> • Experience of engaging with diverse cultures and communities
<ul style="list-style-type: none"> • Demonstrable track record in fundraising with at least one year's experience in a similar role 	
2. Skills and Abilities	
<ul style="list-style-type: none"> • Able to prioritise and accomplish tasks efficiently 	<ul style="list-style-type: none"> • A good project manager, able to plan and co-ordinate and deal with the unexpected
<ul style="list-style-type: none"> • Friendly person that enjoys working with a wide variety of people and is a team player 	<ul style="list-style-type: none"> • Formal and informal communication skills

<ul style="list-style-type: none"> • Proven ability to multi-task and react quickly in a fast-paced work environment 	<ul style="list-style-type: none"> • A systematic well organised person who takes pride in the quality and sustainability of their work
<ul style="list-style-type: none"> • Comfortable working independently 	<ul style="list-style-type: none"> • Energetic and committed with a clear focus on achieving results and willing to go the extra mile.

This will be in the employment contract but included for guidance.

Hours of Employment:

Flexible working is required, including weekend and evening work. Outline hours are 21 hours per week, over 7 days, 84 hours per month as required. Work times to be adjusted to best fit company's needs. Time off in lieu for hours worked in excess of 84 hours per month will be given.

Rate of Pay / Entitlements:

Annual holidays: pro rata **25 days per year**. 10 Public Hols as per contract. No holidays to be taken during peak periods such as the Edinburgh Festivals in August.