

## **JOB DESCRIPTION**

Post:	<b>Development Administrator</b>
Responsible To:	<b>Development Director</b>
Contract:	<b>Permanent</b>
Salary:	<b>£18,000 – £20,000 per annum, based on experience</b>

Chichester Festival Theatre is one of the UK's flagship theatres, renowned for the exceptionally high standard of its productions as well as its work with the community and young people. It is home to one of the country's largest youth theatres with 800 members.

Chichester Festival Theatre is a Company limited by guarantee.

### **The Department**

The Development Department is responsible for raising all voluntary income from individuals, trusts and corporate partnerships for Chichester Festival Theatre. We have a number of membership schemes, public facing campaigns and sponsorship opportunities for our prospective and existing donors to engage with. Over the next four years we aim to maintain and further develop our voluntary income of £1.2m. The Development Administrator will play a key role in achieving this goal.

## **DEVELOPMENT ADMINISTRATOR**

### **JOB PURPOSE**

The Development Administrator will enable the Development Team to maintain and grow positive relationships with donors by providing excellent administrative and systems support.

The role will achieve this by providing general administrative support across the team, event organisation and logistics, financial support including Direct Debits and Gift Aid administration, and excellent administration of CFT's Customer Relationship Management (CRM) system, Spektrix.

## **KEY RESPONSIBILITIES**

### **General Team Support**

- Support the Development Team with ticket bookings and related activities, particularly during priority booking times in Festival and Winter Season, and to help with Corporate Partner ticket requests throughout the year
- Ad hoc administration for the team including automated email support using Dotmailer, printing and scanning
- Ensure the smooth running of team meetings, distributing agendas, minute-taking and updating actions on Spektrix
- Ensure the team's stationery store is kept well stocked
- Support the Head of Individual Giving by leading on the administration of lower level donations
- Support the Corporate Development Manager in account management and new partnership development as required

### **Team events administration**

- Lead on the organisation of key event logistics, including diary and Artifax management, for the team
- Provide support where necessary during events for members, Corporate Partners and Major Donors
- Lead on external relationships with Catering, Facilities etc. to ensure a smooth operational process for events
- Represent the team on events at key internal meetings where necessary
- Liaise with the Development Team and Production Team to programme a Development events schedule for each Festival

### **Team finance administration**

- Lead on administration of all Direct Debits and Standing Orders for Festival Players and Regular Givers, ensuring customer records are updated accurately and promptly on Spektrix
- Ensure efficient channels of communication are in place between the Development Team and Finance Team, being the first point of contact for Finance and passing information on to the relevant Development Team colleague as needed
- Assist the team on raising purchase orders and invoices

### **CRM database support**

- Ensure Spektrix database is optimised to facilitate Development Department events, memberships and accurate donor records
- Act as key contact between Spektrix and CFT for Fundraising purposes including reporting and support requests
- Input data into Spektrix on behalf of the team

This list of responsibilities is not exhaustive and the employee will be required to perform duties outside of this as operationally required at the discretion of the Development Director.

Standard 35 hour week with regular evening and occasional weekend work required.

### **RESPONSIBILITIES OF ALL STAFF MEMBERS**

- Be aware of the work of the other departments in the achievement of CFT's aims
- Take an active part in communicating and co-operating with other staff and departments
- Follow guidelines, procedures and policies provided by the company in relation to financial management and personnel records
- Work in accordance with the Equal Opportunities policy of CFT
- Be aware of, and comply with, the rules and legislation pertaining to Health and Safety at work
- Take part in such working groups and committee as might from time to time be required for the fulfilment or departmental and/or company aims
- Maintain a clean and safe working environment at all times

**DEVELOPMENT ADMINISTRATOR**

**PERSON SPECIFICATION**

***ESSENTIAL CRITERIA***

- Excellent written and verbal communication skills
- Events coordination experience
- Confident working with spreadsheets and digital databases
- An understanding of common financial processes including purchase orders, invoices and Direct Debits
- Methodical and with keen eye for detail
- Experience of working in a fundraising or customer facing environment
- Interest in and commitment to making theatre accessible to all community sectors, and to CFT's Equal Opportunities Policy

***DESIRABLE CRITERIA***

- Knowledge of Spektrix or other similar CRM system/s
- Knowledge of Dotmailer or other automated marketing systems
- Understanding process of creating theatrical productions
- Experience of working with members of the public
- Interest in theatre and live arts

***PERSONAL ATTRIBUTES***

- A proactive, flexible and enthusiastic attitude to work and a willingness to work evening and weekends
- An innovative, creative and solutions-focused approach to work
- Excellent interpersonal skills including tact and diplomacy
- Ability to work collaboratively and take responsibility when required
- Ability to prioritise effectively and show initiative
- Versatility in communication approach – able to communicate effectively in both formal and informal situations
- Excellent punctuality and time management skills

**FURTHER INFORMATION**

This post is part of Chichester Festival Theatre's Development Department and is based at Chichester. Normal working hours are Monday to Friday, 9:30am – 5:30pm, although a degree of flexibility will be required according to workload.

**Chichester Festival Theatre is committed to safeguarding and protecting the children and young people we work with. We ensure a range of policies and procedures are in place which promote safeguarding and safer practise across our organisation.**

**We believe diversity is about celebrating and valuing individuals. The Theatre has an equality of opportunity approach and aspires to give everyone the chance to achieve their potential.**