

JOB DESCRIPTION

Job title: Individual Giving Coordinator

Department: Development

Reporting to: Individual Giving Manager

BACKGROUND AND CONTEXT

English National Ballet (ENB) exists to bring world-class classical ballet to the widest possible audience - delighting them with the traditional and inspiring them with the new. ENB is at a critical point in its evolution. We have had considerable artistic success in the last few years so have an opportunity to make a significant, lasting contribution to ballet's role as an important art form in a diverse, modern society. Furthermore, we are successfully developing the way in which ballet is created, shared and enjoyed with the thousands of participants in our Engagement programmes and our local community.

It is also an exciting time to join us as we will be moving to a purpose-built new home - the cultural anchor of a new community on London City Island, Canning Town. This will include rehearsal, creation and technical facilities and we will share the building with English National Ballet School. This is the biggest investment and the single biggest change that the Company has undertaken in its 69 year history. We have the opportunity to consolidate our current position and re-double our commitment to create and share exceptional art which impacts on people's lives.

PURPOSE OF THE POST

As part of a high achieving organisation and department, you will be responsible for the day to day administration of the Friends and Patrons schemes, including providing exemplary stewardship for English National Ballet's current supporters, processing tickets and events bookings and sending timely renewals and appeals which successfully engage supporters with the Company's work.

KEY RESPONSIBILITIES

Administration of Individual Giving schemes

- Be the first point of contact for all enquiries from Friends and Patrons, responding to emails and phone calls in an efficient and friendly manner, and ensuring an excellent standard of customer service.
- Contribute to achieving team financial targets for Individual Giving by providing a high standard of stewardship for existing donors including Friends, Patrons, Ballet Buddies and donors to appeals.

- Provide Administrative support for the Individual and Trust Giving team. Including coordinating renewal mailings, research regular newsletters, member packs, thank you letters and season brochure mailings.
- Assist in planning and delivering successful campaigns and appeals including recruitment initiatives, Big Give Christmas Challenge (Nov/Dec) and the Pointe Shoe Appeal (Dec/Jan), by identifying prospects, maximising opportunities around any related press and marketing activity and building communications and stewardship plans for supporters.
- Book tickets for Patrons to performances and events, providing a personalised service and liaise with internal departments at English National Ballet and performance venues to confirm ticket bookings and seating arrangements.
- Be responsible for the management of ticket holds for the Individual and Trust Team
- Up-sell, book and manage other English National Ballet opportunities and additional donor requirements – e.g. hospitality and restaurant bookings etc.
- Coordinate the members' magazine *In The Wings*, including liaising with contributors, maintaining schedules, and communicating with the Marketing and Communications department, as well as our mailing house, on production and distribution.
- Keep supporter listings updated online, in print and in performance venues, ensuring that we fulfil donor crediting requests.

Database and financial processing

- Ensure correct and accurate data entry, including correspondence, gifts, appeals and renewals, onto the CRM system Tessitura
- Liaise with Finance to process direct debits, gift aid and donations from the American Fund for Charities, keeping paperwork and Tessitura up to date.
- Process the Individual and Trust Giving team's invoices and log expenditure.
- With the Head of Digital and Individual Giving Manager, ensure that all activities comply fully with the relevant Data Protection regulation and any other legislation.

Events

- Help coordinate all Friends and Patrons events, including promotion, set up and delivery including producing invitations, working closely with the Events Officer, Events Manager and Individual Giving Manager to ensure all events are delivered to the highest possible standard.
- Record, track and regularly report on sales and income for all supporters' events
- Help cross-promote events to new and existing supporters and proactively monitor capacity, taking action where necessary to ensure events are well-attended.

Other

- Help to research, write and circulate Development marketing materials including proposals, e-bulletins, invitations and newsletters, and other regular updates for a variety of high-level giving syndicates.
- Be prepared to work evenings at events or weekends as required and to act as an ambassador for English National Ballet.
- Carry out any other duties as may be reasonably required by the Individual Giving Manager, Development Director or Head of Individual and Trust Giving.
- Participate in the provision of the safe working environment, adhering to the Company's Health and Safety policies at all times.

PERSON SPECIFICATION

Experience

- Experience of working in fundraising or marketing/sales, ideally membership (preferably for at least one year)
- Experience of administrative procedures and customer service
- Excellent interpersonal skills and ability to deal with people at all levels
- Excellent written communication skills
- Superb attention to detail
- Ability to organise and prioritise
- Knowledge of relationship and/or ticketing databases, Microsoft Word, Excel and Outlook
- Good knowledge of office procedures and systems
- Well organised, efficient, confident and outgoing
- Ability to work evenings and occasional weekends

Desirable

- Knowledge of dance or performing arts
- Knowledge of Tessitura
- Good at working independently, prioritising, managing reactive work, balancing

- multiple requirements, and adapting to new situations
- Excellent presentation and the confidence to communicate at a senior level with internal and external stakeholders

This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.