

Job Description

Job Title:	Development Services Manager
Department:	Development
Reports to:	Development Director
Liases with:	All Departments and external contacts at all levels

BACKGROUND AND CONTEXT

"English National Ballet's move to east London has transformed the future of ballet, both in the capital and nationwide. It means they can put on more inspiring performances, can develop the stars of tomorrow and reach more people through their education programmes than ever before."

- *Sadiq Khan, Mayor of London*

English National Ballet holds an important place in British ballet history. The Company was established in 1950 as 'Festival Ballet' (later London Festival Ballet) and started regular national touring following the Festival of Britain in the summer of 1951. In 1968 Beryl Grey became Artistic Director and, with legendary dancer Rudolf Nureyev choreographing successful new works, our ambitions continued to grow.

We were the first British ballet company to establish an 'Education Unit' in 1980 and our creative learning and engagement programmes are very much at the heart of our mission today, working with people who are marginalised in some way or who lack opportunities to access dance. A sector leader in creative learning and outreach delivered across the UK, we connect people from wide demographics, delivering positive physical, mental and societal benefits through dance. Programme strands cover Health and Wellbeing, Children and Young People, Placemaking and Industry Skills.

Our 10-year flagship project Dance for Parkinson's which was the first of its kind in the UK, recognised in the Mayor of London's Health Inequalities Strategy as a case study for A Fairer, Healthier London, has five national hubs, and is the focus of a King's College/UCL academic study, supported by the Wellcome Trust, researching the scalability of arts projects for social-prescribing.

Under the artistic directorship of Tamara Rojo since 2012, ENB is a leader in celebrating the classics whilst evolving the artform: "Rojo wants to bring ballet out of its too often elite precincts, in part by reimagining the classical repertoire" (The New Yorker). Tamara's defining vision has further enhanced our public and critical profile as a world-class, innovative company that champions ballet's role as a vital art form in a diverse, modern society.

In July 2019, we moved into a purpose-built state-of-the-art home on London City Island, combining a unique production studio, modern training facilities, teaching and rehearsal studios, and spaces for the public to view our work and to socialise in a welcoming environment. The new building is transformational for ENB and our role in supporting the sector, enabling us to be accessible for classes and deliver community programmes with our new neighbours in Tower Hamlets and Newham. The increased dance and music studio capacity also offers co-creation space for artistic development and cross-artform collaboration and R&D.

We have impressive online engagement, social media reach and growth, with 206m impressions and 10m video views in 19/20.

Whilst we lost nearly two thirds of our income in 2020 due to lockdown and the impact of the pandemic, we were fortunate to secure Emergency Funding and a Culture Recovery Fund grant from ACE and the Government. We were disappointed to close the doors to our new building so soon after opening them, but we mustered quickly, implementing an emergency plan that focused on remaining active throughout lockdown. We pivoted to digital delivery from the outset - Tamara was sharing open access classes from her kitchen within 24 hours – and we repurposed our theatre-scale production studio for digital capture.

We are even more grateful now than before for the resources and opportunities that our new building will afford us post-social distancing restrictions. The necessary pivot to digital has been a steep but impactful learning curve, throwing light on new learnings about engagement preferences and programme reach. This has been a positive legacy of the pandemic, enabling us to expand our reach and deepen impact significantly. The building and our learnings from this year will help us maximise these opportunities.

In 2020, ENB celebrated its 70th Anniversary. The pioneering spirit of our founders is more radical and impactful today than it has ever been; we bring world-class ballet to as many people as possible, wherever they are and whatever their means.

We have a loyal and committed supporter base, and our capital fundraising campaign enabled us to establish and nurture many new relationships. But we have the appetite and opportunity to achieve much more, and to keep trailblazing and ensure our financial recovery, we must continue to grow fundraising income.

We have supportive Trustees, a dedicated Development Committee and committed staff, dancers and creatives who are enthusiastic about working with Development to engage our supporters and share their knowledge and experience. Alongside this, our mission, values and extensive programmes lend themselves to compelling and appealing fundraising narratives such as access to the arts, health and wellbeing, community engagement and societal cohesion.

PURPOSE OF THE ROLE

The Development Services Manager's primary role is to support the strategic goals of the Development Department through database management, financial tracking and reporting, and administrative support. Reporting to the Development Director, working across the team, and closely with people across our organisation, they will ensure compliance, best-practice in our fundraising activities, and provide practical administrative assistance to support the projected growth across the Development team income streams.

The manager functions as a leader for the Development team's internal workflow. The role has specific responsibility for the management and integrity of the development database records, for overseeing all development gift recordings and financial reconciliation, and for instilling best practices in development systems and procedures.

KEY RESPONSIBILITIES

Database administration

- Developing and maintaining expertise in the Tessitura customer relationship management database, becoming the team's Tessitura Superuser, training staff where needed, assisting with new and complex data features, and liaising internally regarding any database change process required.
- Carry out detailed maintenance of constituent codes, funds, appeals, attributes, relationships, including global changes and exporting/importing procedures, optimising the effectiveness and user-friendliness of Tessitura with support from ENB's CRM and Data Manager
- Enter and process all gifts and pledges into Tessitura, then pass the payments on to Finance, providing appropriate documentation to ensure gifts are recorded correctly.

Reporting

- Produce regular summary reports as well as other financial, analytical, statistical and demographic reports as needed by the Development team.
- Provide monthly direct debit reports for fundraisers.

Prospecting

- Assist the fundraisers to expand the prospect pool utilising the existing database and other tools and techniques.
- Undertake specific research projects related to prospective donors and sponsors as required, including managing the due diligence procedure.
- Involvement with regular prospect meetings with fundraisers to identify research needs, develop prospect pipelines and support prospect management.

Finance, compliance, and internal relationships

- Following the provision of monthly accounts, liaise with team and reconcile monthly with Finance on new gifts and pledges, outstanding balances, and year-to-date fundraising totals.
- Raise any invoices for donors in Tessitura, manage requests for purchase orders, and oversee the Gift Aid reconciliation process.
- Draw down funds from third party platforms and update associated Tessitura records.
- Ensure all Development team finance processes are met in a timely and accurate manner, eg coding and authorising of purchase invoices, staff expenses
- Support the Head of Management Accounting to reconcile Development's portion of any venue settlement statements in relation to the Development ticket allocation, event recharges, space bookings
- Ensure compliance with GDPR, ENB's Data Management and Privacy Policies, Gift Aid, Payment Card Industry (PCI) and other ENB policies.
- Maintain excellent and accurate records on our database (Tessitura) to help fundraisers track and map the development of all supporter relationships.
- Build credibility and good working relationships with colleagues across ENB and the wider sector.
- Maintain the highest standards of fundraising practice, working with a clear understanding of and adherence to the Code of Fundraising Practice.
- Maintain a professional awareness of sectorial developments with an eye to spotting new trends and opportunities.
- Participate in the overall team's budgeting and forecasting processes, always ensuring value for money with expenditure.

Communications

- Provide a central point of contact for internal communications through to the Executive Team.
- Oversee the Development crediting process, liaising with the Marketing team to ensure that all supporters are acknowledged on agreed print and online promotional material.
- Issue thank you letters for donations received online or via various third-party platforms.
- Provide proof reading support for the team for applications and proposals as required.
- Support the Development Director in coordinating Development Board meetings and follow-ups, and other governance-related communications.

General & Administrative Support

- Create and regularly update the Development Handbook as a resource document for the department.
- Be an active member of the Development Department, representing the team at key meetings and events as required and acting as an ambassador for ENB at all times.
- Participate in the provision of the safe working environment, adhering to the Company's Health and Safety policies always.
- Be prepared to work evenings and weekends as required.
- Undertake any other related duties as requested by the Development Director.

PERSON SPECIFICATION

Experience and knowledge

- Knowledge of CRM and/or ticketing databases, preferably Tessitura or similar.
- Interpreting and reporting on financial information.
- Researching or prospecting in a fundraising environment.
- Understanding of fundraising sector regulations.

Skills and abilities

- Ability to communicate clearly and persuasively, both in person and in writing, tailoring delivery to suit the audience.
- Ability to operate effectively at a senior level with internal and external stakeholders.
- Excellent relationship development skills and the ability to network effectively with a wide range of people on every level.
- A high level of confidence and discretion when dealing with supporters and stakeholders.
- Proven ability to organise and prioritise a demanding and varying workload.
- Excellent numeracy skills.
- Proficient use of the general suite of Microsoft Office Programmes (Outlook, Word, Excel), and Adobe Acrobat.

Mind set and attitude

- Professional and ethical approach in all aspects of your work as an ambassador for the Company.
- A hard working, personable and unflappable nature.
- A team player, able to work collaboratively.
- Resilient, able to work calmly under pressure in a target-driven environment.
- A passionate advocate for the arts and for their ability to transform lives.
- Effective in balancing work and life demands.

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.