

JOB DESCRIPTION

Job title: Development Assistant

Reports to: Head of Development

Salary: £25,500.00

Hours: Full time. 37.5 hours per week. Working hours 9am to 5.30pm with occasional work outside these hours.

Context

The Holburne Museum is aiming to strengthen its Development Team by creating a new Development Assistant role. The Holburne is looking for a Development Assistant who is passionate about supporting arts and culture and keen to bring their administrative skills and knowledge to support the Development Team. The Development Assistant will support all development and fundraising activity, ensuring efficient processes are in place to support the smooth running of the department, as well as helping deliver fundraising initiatives, campaigns and events.

The Development Assistant will be a crucial and active member of a small Development team. The role will focus, initially, on administration and database management, but there is the potential to learn and develop in the role, gaining skills and experience across all areas of fundraising (individual giving, trusts & foundations, corporate giving, events, memberships, legacies, etc.) and in-depth knowledge of income-generation in an arts organisation.

Main Responsibilities

Memberships & Individual Giving

- Oversee the administration of the Director's Circle, Patrons, and Friends membership schemes, including an efficient joining and renewal system and accurate handling of membership data.
- Ensure an excellent service for Holburne's members and supporters, efficiently managing payment processes, membership renewals, and thank you/acknowledgement letters.
- Support with the delivery of membership publicity and e-newsletters.

Data Management & CRM

- Ensure that information about donors and their giving history is accurately recorded and managed via the departments CRM database, in line with financial audit requirements and GDPR.
- Use the CRM to extract data on supporters and donations, including the creation of donor/prospect lists.
- Pro-actively work to maximise the effectiveness of the CRM to support all Development and fundraising activity and processes, liaising with the CRM provider where appropriate.

Development Administration

- Work closely with the Finance department and process donations received from a range of sources, and to support the Gift Aid-claim process.
- Act as the first point of contact for the department on the phone and via email, handling queries, and representing the Museum positively to Development stakeholders and visitors.
- Support the department through additional duties as reasonably required and work collaboratively with colleagues across the Museum to maximise the impact of the fundraising function.

Events

- Support the department in the organisation and delivery of Development events, including Private Views, Patrons trips, and the Summer and Christmas Patrons' parties.
- Oversee the administration of invites and guest lists for Patrons events, and the creation of briefing notes on guests for Holburne staff and stakeholders.
- Ensure Development events are listed on the Holburne's website, and work with the Head of Comms on the promotion of Development events.

Income Generation

- With the support of the Head of Development, carry out prospect research to identify new potential funders.
- Support the Head of Development with the creation of fundraising bids and proposals, stewardship of existing and prospective donors, identifying new income generating opportunities, and reporting to funders on the impact of their support.
- Support the delivery of fundraising appeals and campaigns.

Person Specification

The Holburne is committed to diversifying its workforce along with its audiences and programmes. We also pride ourselves on being a training ground for new talent.

- Strong organisation skills and/or experience enhancing the work of a team by providing excellent administrative support.
- Knowledge of CRM and data management systems, or experience working with Box Office/Ticketing programmes.
- Realise the importance of accurate record keeping and have excellent attention to detail.
- Enjoy building relationships with people and offering exceptional customer service, and ability to communicate with a wide range of people.
- Excellent written and spoken communication skills.
- Enjoy having a varied workload and can meet deadlines and prioritise.
- Experience with a variety of IT packages (Word, Excel, Outlook, PowerPoint).
- Have a passion for working at the Holburne Museum, and making an impact within the organisation and the arts/culture sector.
- Keen to expand upon or start to develop your fundraising experience.
- A positive and creative approach, with experience working collaboratively.