

# THE OLD VIC

## Job Description Title

<b>Job title:</b>	Friends & Associates Administrator
<b>Department/Team:</b>	Development
<b>Hours:</b>	40 hours per week from 10am to 6pm, Monday to Friday although additional hours will be necessary in order to fulfill the requirements of the post
<b>Location:</b>	The Old Vic, The Cut, London, SE1 8NB
<b>Salary:</b>	Up to £23k depending on skills and experience
<b>Responsible to:</b>	Senior Individual Giving Manager
<b>Date:</b>	7 March 2018

## The Old Vic

The Old Vic is an independent not-for-profit theatre, a world leader in creativity and entertainment.

For 200 years, The Old Vic has been one of London's most diverse venues; it can be transformed into a theatre in the round, a space for music and comedy, has played host to opera, dance, cinema, music hall, classical dramas, variety, clowns, big spectacles and novelty acts. It was the original home of the English National Opera, the Sadler's Wells dance company and the National Theatre. It's also been a tavern, a college, a coffee house, a lecture hall and a meeting place.

All of this is now in the bones of the building and is as important a part of its open-armed, inclusive, welcoming personality as its grand historic decor and the iconic performances and famous productions it has housed.

Today, Artistic Director Matthew Warchus is building on 200 years of creative adventure, with The Old Vic recently being hailed as London's most eclectic and frequently electrifying theatre. Under his leadership, we aim to be a surprising, unpredictable, ground-breaking, rule-breaking, independent beacon of accessible, uplifting and unintimidating art.

We hold the belief that theatre needs to be cherished, supported and shared with as many people as possible. Our productions are diverse, adventurous, new, exciting. Our education and talent programmes allow students to explore and artists of tomorrow to create.

The Old Vic is a charity but doesn't receive any public subsidy, which means that we don't get regular financial help from the local authority or the Arts Council. Every penny we need to produce the work on stage, support our projects with young people and the community and even keep our lights on, we have to raise ourselves. We do this largely through ticket sales but in addition to that we still have to raise more than £3.6 million a year to ensure our famous building remains one of the most vibrant and vital theatres in the world and an indispensable part of London's cultural landscape.

## The team

The Friends and Associates Administrator works within the Development Department which fundraises for The Old Vic Theatre Company and The Old Vic Theatre Trust, a registered charity. Its aim is to raise voluntary funds for the theatre from individuals, companies and charitable trusts and foundations.

The department consists of: Executive Director of Development, Director of Development, Head of Trusts and Foundations, Trusts and Foundations Executive, Head of Corporate Partnerships, Senior Corporate Partnerships Manager, Corporate Partnerships Officer, Head of Events, Events Manager, Head of Individual Giving, Senior Individual Giving Manager, Individual Giving Officer, Campaign

Director, Senior Campaign Manager, Campaign Officer and Assistant to the Development Directors. We also have representation in the US through the American Associates of The Old Vic (AAOV).

## **Purpose of job**

To administer the day to day running of Friends and Associates activities and to provide support to the Individuals team in terms of projects, prospecting and stewardship for new and existing donors and members.

## **Areas of Responsibility**

### **Friends & Associates**

- To process new memberships and produce renewal and thank you correspondence for Friends+
- To ensure prompt processing of Friends+ income on Direct Debit and ensure compliance with rules imposed by the Direct Debit Guarantee
- With help from the Senior Individual Giving Manager, implement and drive the marketing of the Friends & Associates scheme with the aim to recruit new members and increase loyalty
- With the Senior Individual Giving Manager, use season announcements and other periods of activity to drive recruitment of the Friends and Associates levels
- Compile copy and create Wordfly mailings for quarterly newsletter and other Friends+ communications, including accurate mailing and suppression lists
- To respond to Friends inbox and answer queries
- To facilitate regular correspondence with supporters, updating them on progress as advised by Head of Individual Giving and Senior Individual Giving Manager
- Keep accurate records of renewal and drop off rates and report on these regularly to Senior Individual Giving Manager and Head of Individual Giving
- To extend invitations, manage guest lists and book tickets for Friends & Associates events as required, and put together relevant briefing notes
- Attend and assist with facilitating Individual supporter events as well as wider Development events

### **Administration**

- To ensure that prospect management reporting and recording is kept up to date through updating individual records and supporter information on Tessitura, including inputting research/biographical notes, monitoring and recording correspondence
- To keep prospect notes in folder and on Tessitura up-to-date
- To make ticket bookings and catering reservations for prospects, members, and donors
- Keep relevant sections of the Old Vic website updated with Development information and maintain a regular audit of acknowledgments.
- To set up Gift Aid for all individual memberships on Tessitura, ensuring that all data complies with procedures for data integrity (e.g. GDPR, Gift Aid and PCI compliance)
- Manage the processing of biannual Gift Aid claims for individual gifts.
- To extend invitations, manage guest lists and book tickets for other Development events as required, and put together relevant briefing notes.

### **Other**

- To perform any other duties as reasonably requested by the members of the Development team
- To comply with The Old Vic's Equal Opportunities, Health & Safety, Sustainability and all other Staff Handbook policies at all times.

*This is not an exhaustive list of duties and the Theatre's management may, at any time, allocate other tasks which are of a similar nature or level.*

## **Person specification**

For this role, we are looking for someone who is passionate about a career in the arts and is looking for their first footing. A likeminded team player who is adaptable, energetic, engaged and personable. This role will provide an excellent opportunity to gain an understanding of the inner workings of one of the world's most vibrant and illustrious theatres, and to see how staff across all departments work towards achieving our objectives.

The post holder must be able to demonstrate the following:

### **Essential**

- Proven experience of using databases and spreadsheets with excellent attention to detail
- Excellent written and verbal skills
- Excellent organisational ability
- Excellent interpersonal skills both face to face and over the telephone
- Excellent attention to detail
- Fully computer literate and confident with Microsoft Office packages, especially Excel, Word and Outlook
- Ability to prioritise, work well under pressure and adapt to new situations
- Interest in theatre and the wider arts sector
- Discreet and able to deal with confidential information

### **Desirable**

- Experience using Tessitura or a similar CRM or ticketing database
- Knowledge of Gift Aid, Data Protection and PCI compliance regulations.

**The Old Vic welcomes applicants from diverse backgrounds to apply.**