THANK YOU FOR YOUR INTEREST IN THE POSITION OF DEVELOPMENT OPERATIONS MANAGER AT THE OLD VIC.

It is an exciting time to be joining The Old Vic. The past few years have seen the Development Department go from strength to strength, with annual revenue exceeding £3.6m and, thanks to the overwhelming support of our donors and audience members, we have raised £3m to complete the first phase of our capital campaign. We have also formed a public fund to support our wide-ranging and adventurous programming in our 200th year and beyond, and continued to offer life-changing education and employability skills programming to children and young people from across the capital. To help us realise our ambition, this pivotal new role has been created to support the growing ambitions of the Development Department and underpin the success of our fundraising efforts.

We are looking for a talented individual to lead our operations and help to create a step change in engagement efforts, through effective systems, information sharing, processes, reporting and analysis.

If you believe you have the skills, aptitude and drive to succeed, we would love to hear from you.

NATASHA HARRIS
DIRECTOR OF DEVELOPMENT
THE OLD VIC IS LONDON’S INDEPENDENT, NOT-FOR-PROFIT THEATRE, A WORLD LEADER IN CREATIVITY AND ENTERTAINMENT. IT MAKES, SHARES AND UPHOLDS THEATRE FOR AS MANY PEOPLE AS POSSIBLE.

Through its programming, the affordability of its tickets, the 1,000 seats in its auditorium, its history, and its outreach work, The Old Vic is able to encourage people to experience world-class theatre for the first time as well as offer a unique experience each time to those who keep coming back for more. Its productions are diverse, adventurous and exciting, and its education and talent outreach programmes allow students to explore and artists of tomorrow to develop and create. The Old Vic is open and alive day and night.

Ticket prices should be affordable and audience reach should be broad, with approaches made to as many communities as possible. To secure it’s future, The Old Vic needs to make its theatre full and in so doing, broaden the audience for its work.

The Old Vic is mercurial: it can transform into a theatre in the round, a space for music and comedy, has played host to opera, dance, cinema, music hall, classical dramas, variety, 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.

These social and cultural references are now in the bones of the building, as much informing 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.
VISION FOR THE THEATRE
By 2020 The Old Vic will be a sustainable, artistic powerhouse and an indispensable part of the nation’s theatre. It will have a strong, confident, clear identity and a clearly articulated social mission. It will be a widely known as a good bet for fun and intelligent entertainment which is accessible, vibrant, vital and inspiring. It will be full every night, and often during the daytime, with new audiences. Tickets will be affordable, the experience will be classless, unintimidating and uplifting, and everyone will feel welcome. It will be a living example of The Old Vic’s belief in what theatre can do for society.

THE OLD VIC’S MISSION
The Old Vic’s overarching mission is to be a strong advocate for the power of theatre as a force for good in society. It wants to:

- Present outstanding work with a popular, intelligent, surprising and unintimidating signature that keeps The Old Vic producing theatrical collectors’ items
- Develop an assertive social mission that will capture the imagination and engender a sense of loyalty amongst its community, audiences, donors, creatives and actors
- Make its almost 200-year-old building physically secure and financially sustainable
- Achieve all of this without the need for subsidy

THE OLD VIC’S GOALS
The Old Vic has agreed six strategic objectives for Artistic Director Matthew Warchus’s tenure:

1. Establish The Old Vic as a world leader in theatre, creativity and entertainment
2. Reach more audiences in new places and in new ways
3. Unlock creative imagination in people of all ages and backgrounds
4. Deliver best-in-class operational performance
5. Revitalise our building to enrich audience experience
6. Innovate to drive growth and investment
DEVELOPMENT AT THE OLD VIC

The Old Vic is unique: a 200-year-old independent, not-for-profit producing and commissioning theatre, inspiring over 300,000 visitors each year. Its influence on theatre is both historic, as the birthplace of so many of the country’s leading arts institutions, and current as the originator of new work and innovative revivals.

From within its Grade II* listed building, The Old Vic entertains up to 1,000 people a night, offering a vibrant, accessible gateway to varied and exciting kinds of theatre. Its impact extends beyond the mainstage offer. Around 10,000 adults and young people take part in its employability, education, community and artist development programmes annually.

However, running a ground-breaking producing house with a social mission is challenging. The Old Vic relies on £9m in ticket and bar sales and a further £3.6m from fundraising to break even each year. And, unlike most of its competitors, The Old Vic has no regular government funding to bridge the gap. This precarious existence will only be made sustainable if it acts now to secure its physical and artistic future.

If The Old Vic is to continue to make an invaluable contribution to the cultural life of the UK, and attract audiences from around the world, it needs to invest, transform and renew. Over the next three to five years it plans to address the physical limitations of its historic building; upgrade facilities and technical equipment; create a new education, community and artist development wing; and secure a new rehearsal complex. The impact of this work on the theatre’s sustainability and influence will be far-reaching. The immediate operational benefits are a greatly-enhanced visitor experience and disabled access, new education and community spaces within the building, and improved working conditions for staff. The Old Vic further projects that there will be increased income generation through an improved and extended front of house offer in the proposed new annex, while technical improvements will ensure the theatre continues to attract the best creative talent.
Building on the success of recent years, the Development Department has undergone some structural changes to ensure that the team is fully geared up for success. This newly created position of Development Operations Manager is pivotal to creating a step change in the department’s engagement efforts and supporting its growing ambitions.

You will be joining a high performing team who take great pride in their work to raise income for The Old Vic. Working across all fundraising strands (Corporate, Individuals, Trusts & Foundations and Events), you will lead on all operational and administrative aspects of Development, overseeing consistency in the running of the department through effective systems, including database management and data compliance, department communication and crediting, financial accounting and budgeting, coordination of HR training and office management.

The Old Vic offers a diverse and exciting workplace, with direct interaction with very supportive senior colleagues, advocates and Board of Trustees. If you are a team player with a professional, systematic approach to fundraising operations and experience of working with research and CRM systems, along with a passion for theatre, then this is the role for you.

**THE OPPORTUNITY**

To lead on all operational and administrative aspects of Development, overseeing consistency in the running of the department through effective systems, information sharing, processes, reporting, and analysis.
KEY RESPONSIBILITIES

STRATEGY
• With the Director of Development and Associate Director, Philanthropy, create the development strategy for sustained income streams and long-term supporter engagement.

• Work closely with the Director of Development and Associate Director, Philanthropy to develop operating objectives and metrics to deliver against the fundraising strategy and embed business processes.

• Develop robust reporting measurements, mechanisms and a suite of reports for use by the Development and Finance teams to track progress.

MANAGEMENT AND HR
• To oversee in conjunction with the Development Director and HR department the efficient running and professional development of the Development Department, including inductions for new staff, managing annual leave, sickness and appraisal and training procedures.

• With the Director of Development and Associate Director, Philanthropy, monitor key performance indicators for their teams.

• Develop ways to measure and reward success, providing opportunities for training and appraising.

• Partner with Hiring Managers and HR on the recruitment process across the Development Department.

FINANCE AND DATA
• Monitor fundraising income and expenditure against agreed budgets and targets to produce monthly, quarterly and annual reports and forecasts.

• With the Head of Finance, work to ensure that income and expenditure budgeting processes are accurate and robust. Continue to refine reporting systems for the Development Department, the board and development committees.

• Ensure Gift Aid processing mechanisms are optimal and that philanthropic funds are accepted, recorded accurately, accounted for appropriately, and compliant with relevant internal and external regulations.

• Be the key contact point for the Finance team.

• Champion the Development Department’s consistent use of Tessitura (the CRM database) to maximise it as a reporting and information sharing tool.

FUNDRAISING OPERATIONS
• Responsible for the development and implementation of a long-term prospect research strategy that supports the Development Department’s ambitious fundraising growth plans.

• Responsible for the Development Department’s systems, processes and procedures – ensuring they are all fit for purpose, support fundraising opportunities and are optimally utilised across the team.

• Support the fundraising team to ensure funding agreements or contracts are in place for each major supporter and work with the relevant departments to ensure agreements are delivered according to the donor stewardship framework.

• To provide operational support across the Development Department, with a particular emphasis on gift processing, statistical analysis, and financial administration.

SUPPORTER ACCREDITATION
• Work with Development colleagues to ensure supporter recognition is rewarding and consistent. This might involve naming opportunities for spaces or activities, listings in programmes, credits on advertising etc.

• Ensure contracts and funding agreements are in place and upheld.

PROJECT MANAGEMENT
• Management of the fundraising project portfolio, producing project documents for use in the development of funding proposals.

• Work with the Director of Development and the Heads of Development across The Old Vic to ensure fundraising operational plans are implemented, highlighting dependencies, key dates, planning issues, deadlines and risks.
### Key Responsibilities

#### Supporter Engagement
- Work with the Director of Development and Associate Director, Philanthropy on the development and implementation of a comprehensive stewardship and recognition programme that maximises the long-term value of The Old Vic’s donors.
- Manage consistency of fundraising communications plans for internal and external stakeholders.
- Support the Head of Corporate Development and Head of Events to develop and implement a robust events strategy that supports high quality cultivation and stewardship for prospects, donors, and other high-level stakeholders.
- Create and coordinate a fully integrated supporter communication strategy across the Development department, working closely with the Commercial & Communications team.
- Ensure clear systems are followed for collecting feedback from events, ensuring key information is recorded and event actions are followed.

#### Research
- Work with the team to ensure there is regular research on donors and potential sponsors. Provide intelligence to the team on new partnerships and major philanthropic news in the UK and abroad.
- Develop, implement and monitor systems to increase the number of prospects and working with the Director of Development, Associate Director, Philanthropy and Head of Corporate Development to assign them to fundraisers.

#### American Associates of The Old Vic (AAOV)
- Responsible for the financial administration of the AAOV, working on regular financial reports and completing the annual IRS report.
- Check the AAOV account for donations.
- Produce papers for the AAOV Board meetings.

#### Other
- Take a lead on internal communications via meetings (including the induction process) and internal staff updates, ensuring a good understanding of the Development Department’s operations and the fundraising Case for Support.
- Responsible for regular benchmarking within theatre, the arts and the wider fundraising sector.
- Responsible for implementing and reporting on corporate governance, including risk management, and financial policies and procedures.
- Undertake other tasks as necessary to support the Director of Development, fundraisers, advocates, Trustees, boards and committees in delivering fundraising for The Old Vic.
- Be the key point of contact for the Fundraising Regulator.
- Work to ensure that data is held in accordance with GDPR and lead on all GDPR related activity.
- Work at Development events as required.
PERSON SPECIFICATION

EXPERIENCE

• Significant experience working in a high-performing and ambitious fundraising or customer services team, with a wide-ranging set of responsibilities.

• Background of implementing business processes.

• Proven experience of strategic financial management, analysis and reporting.

• Evidence of improving performance through systems and processes that deliver results.

• Proven ability to analyse, interpret and communicate complex and fast-moving management information to senior stakeholders.

• Experience of the management of and reporting on data, and a background in the strategic application of relationship databases.

• Project management experience including significant project-planning.

SKILLS AND ABILITIES

• Excellent interpersonal and stakeholder management skills and the ability to build good relations both internally and externally.

• Outstanding analytical and communication skills, both written and verbal.

• High degree of personal initiative.

• Persistence and resilience with an open and enquiring mind.

• Systematic and methodical with strong organisational and operational skills.

• Highly organised and able to manage conflicting priorities.

• Self-motivated and proactive.

• Creative and enterprising mindset with the ability to embrace change and growth and support the organisation’s ambitions.

• Confident, authoritative and approachable manner.

• Demonstrated commitment to teamwork.

• Target driven, with a long-term strategic approach.

• An interest and commitment to the overall aims of The Old Vic.

TERMS & CONDITIONS

LOCATION

103 The Cut, London, SE1 8NB

DURATION

Permanent, full time post

SALARY

Competitive, commensurate with skills and experience

HOLIDAY

25 days with an additional day for each year of service up to a maximum of 30 days

HOURS

Full time, 35 hours per week 10am – 6pm (with some additional hours as required)

BENEFITS

Pension scheme, season ticket loan, childcare vouchers, cycle to work scheme, eye tests, Employee Assistance Helpline, free tickets to press nights and previews, staff discount in Penny Café, enhanced maternity/paternity and sick pay schemes.

HOW TO APPLY

For further information and to apply for this role, please click HERE

The Old Vic welcomes candidates from all backgrounds to apply.