



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Interim Membership Team Assistant

Reports to: Senior Membership Officer

The role sits within the Development and Enterprises Department of the Royal Opera House, as part of the Membership and Fundraising Campaigns Team, which is responsible for the philanthropic income from Friends, Patrons and our fundraising campaigns (such as the Pointe Shoes appeal, Grand Draw, Seat Naming and the Annual Fund) The department generated £34.3m in 20/21, of which membership generated £8.3m.

The Friends programme currently has c20,000 members and the Patrons of the Royal Opera House have c500 corporate and individual Patron members. Current revenue targets for membership in 2021/22 are c. £8.8m.

Main purpose of the role

To support the Membership Team across a range of designated activities and services ensuring the smooth day to day running of operations

To provide efficient customer service to all members by telephone, email and postal contact, database work, performance ticketing, events and finance administration

To contribute to the overall success of fundraising at the Royal Opera House

To uphold a culture of continuous development and continuous improvement

To support the Membership Team across a range of designated activities and services ensuring the smooth day to day running of operations

Main Responsibilities

Working to priorities set by the Senior Membership Officer:

Administration

- Assist with the administration for monthly membership renewals and thank you letters i.e. mail merge, compiling documents, updating forms and the printing of membership cards
- Assist the membership team with compiling Welcome Packs and Gift Memberships; including updating communications and the printing of membership cards
- Undertake daily office administrative duties, including the processing of returned mail

- Assist with database system maintenance ensuring membership records are up to date with all personal details; including credits, titles, addresses, attributes and the adding and removal of Corporate Membership administrators and users
- Assist the Membership Assistant in managing and maintaining stock levels for the Membership Team i.e. stationery, welcome pack materials, brochures, magazines and liaise with the wider department, organization and external contractors to restock where appropriate
- Assist with administration for the Membership Events Programme, compiling data, generating reports, managing guest lists and producing event materials, i.e. signs, labels, tickets, handouts etc
- Work to given guidelines for handling data and ensuring accuracy

Finance

- Assist the Membership Assistant with creating and submitting ad hoc membership receipts, invoices and credit notes

Customer Service and Ticketing

- Provide a professional, friendly and helpful interface for all members and prospective members
- Assist the Membership Team with customer enquiries by phone and email
- Support the Membership Team with ticketing enquiries and bookings where required

Teamwork

- Gain a good overall understanding of the work of the team, busy periods and key activities, in order to support the team and deliver a high standard of service and responsiveness
- Uphold the need for tact, diplomacy and confidentiality in all day to day activities
- Attend meetings within the department and with the Senior Membership Officer and take notes as required
- Attend Membership and Development and Enterprises Events where required
- Undertake any other tasks as may reasonably be required in the role

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations
- Keep in touch with best practice, new technology and any updates as relevant to the role
- Manage own learning and continuous professional development relevant to the role; undertake any learning or study as required
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

PERSONAL SPECIFICATION

Essential Knowledge, Skills and Experience

Development Administration

- Experience in administration, ideally within a customer facing organisation (arts, performing arts or a fundraising charity)
- Excellent face-to-face and telephone communication skills, including the ability to deal with members at all levels and stakeholders in a professional manner
- Ability to gain a good understanding of the range of membership and support options in order to become operational in the role in a relatively short timeframe

- Reliability and commitment to delivering a first-rate service to existing and potential supporters
- An interest in learning about fundraising methods and processes
- An interest in learning about event ticketing processes and related systems and procedures

Workload Management Skills

- Good organisation and planning skills, able to work effectively to deadlines
- Highly proficient Microsoft Office user, including Word and Excel
- Some experience of working with databases, including accurate data entry and extracting data for mail merges and reports
- Good documentation preparation skills with accuracy and attention to detail
- Ability to support a busy team across a range of activities and provide help when needed

People Skills

- Good verbal communication skills and helpful manner
- Respect for confidentiality, able to communicate with tact and diplomacy
- Strong team player, able to forge good working relationships with all colleagues and contacts
- Ability to show enthusiasm and communicate fluently about the artistic work of the ROH

Best Practice

- Ability to maintain the highest standards of confidentiality regarding all personal data and department matters
- Ability to check data, proofread and ensure high quality, accurate output
- Able to ensure Box Office terms, conditions and working methods are complied with in full, for refunds, re-sales and reprinted tickets; ensure Data Protection requirements and auditing requirements are complied with
- Willingness to share information as needed with Membership and Fundraising Campaigns team members and other Development and Enterprises team members to support department initiatives or best practice

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Willingness to learn about the team's activities and support a portfolio of projects
- Ability to contribute ideas to support the growth and development of the membership and related services
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role; undertake any learning or study as required

Job Requirements

- Flexibility to be available for evening work and weekends as required

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.