



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role/Title: Development & Advocacy Business Administrator Apprentice

The role sits within the Development and Advocacy Department ('Fundraising Department') of the Royal Opera House (ROH) and supports various teams across the department.

Main purpose of the job

This role presents an exciting opportunity to work in the Royal Opera House's Development and Advocacy department, across **Office Administration, Fundraising Appeals, Research, Legacies (gifts in wills) and Membership**

Undertake tasks for these various strands which will include database work, mailings, creating or proofreading copy, and event management.

You will be an effective and engaged member of the team, carrying out projects and actions in a timely manner given the respective deadlines, as well as assisting in the development of new activities.

Provide administration support to the Office Manager as requested.

To manage own learning and contribute to a culture of continuous improvement.

To carry out other duties as may reasonably be required by the relevant Manager and/or wider Development department.

Main Responsibilities

Office Administration

Working to the priorities set by the Office Manager:

- Undertake daily office administration duties, including opening and processing post in a timely manner, data inputting and updating, payment processing, running reports from the database and acting as a point of contact for any activities in progress.

Fundraising

Working to the priorities set by the Fundraising Manager:

- Support the planning of the regular fundraising prize draws programme.

- Contribute to the planning and delivery of digital fundraising communications.
- Create mail-merges and organise data for high volume mailings.
- Provide administration support for specific annual fundraising appeals.
- Support with the reporting and analysis for fundraising.
- Follow up on any new fundraising opportunities identified by the team.

Research

Working to the priorities set by the Research Manager:

- Work with the Funding Research team to understand how they research funding opportunities.
- Liaise with the Fundraising teams to help identify potential prospects.
- Gather and evaluate information to assist in the production of research profiles.
- Manage profiles and other donor information on the database.

Membership

Working to the priorities set by the Membership Manager:

- Assist with administration of our membership scheme.
- Activities can include mail merges, compiling documents, updating forms, the printing of membership cards and other office duties, including the processing of returned mail and managing the stock for membership merchandise.
- Assist with administration for the Membership Events Programme such as; compiling data, generating reports, managing guest lists and producing event materials such as signs, labels, tickets, handouts etc.
- Assist the Membership Officer creating and submitting membership receipts, invoices and credit notes.

Legacies

Working to the priorities set by the Membership Manager:

- Assist with legacy enquiries and administration.
- Duties may include, replying to queries, sending out information in a timely manner, ensuring records are kept up to date.
- Assist with organising and running events held for those who have left the ROH a legacy gift (Baton Associates).

Building Relationships

- Act as an ambassador for the department internally and externally.
- Work with any volunteers as required.
- Attend team meetings across the department as required.
- Attend Development and Enterprises events as required.
- Undertake any other tasks as may reasonably be required.

Other expectations as an apprentice

- Work with the team, playing an active role.
- Manage your apprenticeship and role related learning, ensuring you manage your time and workload. This will be supported by the Apprenticeships team and your mentor.
- Take part in apprentice events and be an active member of the apprentice community at ROH.
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion.

Desirable skills and attributes

Administration

- An interest in fundraising methods and processes.
- Enthusiasm to gain good understanding of the team operations in order to become successful in the role.
- Good communication skills both written and verbal, including working with people in a professional manner.
- Reliability and commitment to delivering a first-rate experience to existing and potential supporters.
- Keen eye for detail.
- An ability to identify key points from multiple sources, collate data and present findings in a clear and concise written form.

Workload Management

- Strong time management, planning and organisational skills.
- Good knowledge of IT packages, particularly MS Office, with the ability to learn new systems quickly.
- Produce accurate records and documents including emails, letters, files, payments, reports and proposals.
- Maintain records and files, handle confidential information in compliance with the ROH's procedures and GDPR compliance.

People Skills

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

Continuous Improvement

- Ability to think creatively and bring new initiatives and ideas to the team.
- Commitment to delivering a high standard of work.
- Commitment to managing own learning and continuous professional development relevant to the role.

Note: This Job Description reflects the current situation

