



ROYAL OPERA HOUSE

JOB DESCRIPTION

Job Title: Philanthropy Coordinator

Reports To: Senior Philanthropy Administration Manager

Main purpose of the job

To assist and support the Philanthropy Team in maximising income from Royal Opera House philanthropists by providing coordination support for the team.

To assist with looking after individual donors through correspondence, invitations to events, entertaining and assisting at fundraising events.

To learn about the work of the Philanthropy Team and be aware of current projects and priorities.

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

Main Responsibilities

Working to the priorities set by the Senior Philanthropy Administration Manager:

- Administer, manage correspondence and support all members of the Philanthropy Team with philanthropic initiatives, and all philanthropist related events, including support of administration for the Fundraising Team.
- Administer events for philanthropists of the Royal Opera House in conjunction with the Development Events team.
- Co-ordinate with the Philanthropy team and the CEO's office to ensure invitations are sent to philanthropists for the evenings when the CEO is entertaining in the Director's Box.
- Be present, as required, to ensure the smooth running of Philanthropist cultivation events, assisting with administration if required.
- Ensure speaker gifts, where appropriate, are purchased timeously for Events.
- Agenda preparation, chairing and note taking at weekly Philanthropy team meeting and strategy away days.
- Undertake routine team support duties, including data input, filing and answering queries by phone or email, including management of the Philanthropy Inbox.

- Coordinate performance ticket reservations and also the releasing of tickets, when not needed for the Philanthropy team; attend the ticket requests and release meetings.
- Preparation and issuing of ticket invoices and liaising with Patrons team, Box Office and Finance.
- Collaborate with the finance team to ensure sensitive but thorough chasing of philanthropy debtors.
- Coordinate donor crediting checks required on cast sheets and programmes, ensuring timely sign-off by the Philanthropy team.
- Contribute to the brainstorming and creative planning for the team.
- Plot Season Planner of Philanthropic Events, working closely with Events Team on possibilities/changes.
- Drafting and preparation of monthly communication with Major Donors for distribution by the Philanthropy team.
- Co-ordinate weekly schedule of donors for ballet studio access.
- Co-ordinate weekly Meet the Artist schedule and pre-performance backstage tours across the Development & Advocacy Department.
- Lead and coordinate the Annual Chief Executive's Dinner and Lunch across the Philanthropy team and Development & Advocacy Department.
- Lead and coordinate the Christmas Card selection and distribution across the Philanthropy team and Development & Advocacy Department.
- As the holder of the Philanthropy team Purchase card, undertake monthly reconciliation of purchases.
- Co-ordinate artists signing of programmes for donors with ballet and opera companies.
- Attend monthly meetings with Events team representative and Chief Executive's Office to ensure philanthropic events are accurately reviewed and reflected in Chief Executive's diary.
- Support the Senior Philanthropy Administration Manager when required.
- Provide leave cover for the Senior Philanthropy Administration Manager.
- Maintain utmost discretion and confidentially with all information and research that you are privy to and to ensure that this information is not shared outside of the organisation and only where appropriate outside of the Department.
- Undertake any other duties as may be reasonably required in the above post.

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations.
- Keep in touch with best practice 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.
- Support a culture of information sharing, collaborative working and team working.
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion.
- Contribute to a culture of innovation and continuous improvement.

Key Performance Indicators:

- A collaborative and consultative relationship with other members of the team on areas of work you have been asked to support and administer.
- Good relationships across the ROH departments and become a respected member of the Development and Advocacy Department.
- Excellent workload management with effective time management, and forward planning and prioritisation of work.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Administration for Philanthropy

- Some relevant experience in administration
- Excellent face-to-face and telephone communication skills, including the ability to deal with senior level businesspeople and philanthropists in a professional and personable manner
- Familiarisation with the art forms and artistic programme of the ROH or ability to gain a general understanding
- Ability to gain a good understanding of the philanthropic sponsorship and support options in order to become operational in the role in a relatively short timeframe

Workload Management

- Strong organisational and administrative skills with a systematic approach
- Ability to plan and prioritise effectively and meet deadlines
- Highly proficient Microsoft Office user, including Word, Excel and database skills
- Good documentation preparation skills and clear and concise writing style
- Accuracy and attention to detail
- Able to use initiative and deliver consistently to a busy workload
- Commitment to delivering a first-rate service to philanthropists and potential supporters

People Skills

- Utmost discretion and confidentiality in dealing with high profile individuals
- Strong team player, able to work autonomously or as a team, as required
- Ability to deal with people at all levels, including Board and Committee Members and philanthropists in a confident and professional manner

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
- 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

Job Requirements

- Flexibility on working hours, willing to work evenings and occasional weekends
- Well-presented, business-like appearance

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

