



JOB DESCRIPTION

Title:	Deputy Chief Development Officer
Reports to:	Chief of Staff, Development and Advocacy
Responsible for:	Head of Membership (also current Interim Head of Legacies) Head of Endowment Funding and Legacy Programming Head of Research, Data and Compliance Fundraising Campaign Appeals Team

Context

The Royal Opera House Covent Garden Foundation is a registered Charity, which means we are a not-for-profit organisation and are recognised by the Charity Commission as having a 'public benefit' purpose. The income we receive from ticket sales and commercial activity is not sufficient for us to be able to balance our budgets. And so, we are grateful to receive a grant from Arts Council England (ACE), which helps part of the way, and then must fundraise to make up the remainder.

The Development and Advocacy Department (D&A) plays a vital role in this, by securing the ACE grant (currently over £22m) plus raising over £35m revenue annually plus additional for capital, advocating to government and other influencers for our value and role in the community and sector, and in ensuring we deliver on our charitable mission, retain the best artists and crafts people, maintain our beautiful grade I listed building and continue to produce world class performances.

We could not maintain our reputation, the range of our work or our digital presence without the support of our philanthropists, funders, members, business partners and sponsors,

Working within an experienced, successful and highly committed department, this is a new role to lead on income generation via increasing lifetime value from current and potential audiences; to build the RBO philanthropic case for support; to lead on broad and specific fundraising campaigns; to keep data and behaviours at the front of our work – overall to move RBO transactional relationships to relational.

Main Purpose of the Job

In conjunction with the Chief of Staff, Development and Advocacy (D&A), develop the strategies and lead successful follow through to deliver to executive and board level objectives on fundraising income, based on sustainable strategies and relationships

Manage, coach and inspire a team of talented people to take their performance, individually and as a group, to the next level, working collaboratively across the organisation – with a particular focus on the areas of Membership, Legacies, Appeals and Research, and in strong partnership with Audiences and Commercial teams

Focus on moving engagement and relationships with the RBO from transactional to relational – ensuring an exceptional donor experience and fostering strong donor community relationships

Build capacity into strategy, data analysis and Department plan to deliver a higher level of lifetime value relationships

Deliver to any individual objectives and make a significant contribution towards the Executive team objectives as a member and an ambassador for the Royal Ballet and Opera.

Main Responsibilities

Working in conjunction with and to priorities set by the Chief of Staff, Development and Advocacy:

Strategy

- Deputising for and supporting the Chief of Staff, represent Development objectives, activities and results at Board and Executive level.
- Working with the Chief of Staff and Director of Policy and Strategy, refine and develop the strategies for all Development Department income in order to meet annual objectives, and to support sustainability over the longer term
- Maintain strong overview of organisational strategy and long-term goals, to reflect these appropriately to funders and key stakeholders
- Identify and articulate the value proposition for funding opportunities, particularly regarding the expansion and growth of the RBO Legacies income stream
- Scope new opportunities to support funding objectives, working collaboratively across the whole organisation
- Focus on leading a strategy that will ensure we are understood and valued by all ticket buyers and philanthropists.

Fundraising Portfolio Management

- Review and actively manage the portion of the fundraising portfolio under your remit, putting in place measures to expand and diversify the reach and profiles of our funders, patrons and supporters
- Review sector trends, market data and other data sources and conduct appropriate research and analysis of all existing supporter relationships, or

external opportunities in order to identify new and increased sources of fundraising income

- Review and actively manage opportunities to retain and regenerate relationships with key supporters

Risk Management

- Develop robust analysis to support strategic financial plans across all revenue streams and actual performance to plan
- Review regularly any variance to plan and take steps to address any emerging shortfall in order to achieve overall targets
- Ensure effective contractual frameworks are in place for all sources of funding
- Oversee robust corporate governance and risk management processes for the RBO, with appropriate measures and policies for tax and compliance in relation to all financial and data processes

Relationship Management

- Advise at Exec and Board level on strategies for success in managing key relationships and making approaches to prospective supporters
- Develop relationships with senior volunteers and other stakeholders to further the Department's aims and objectives
- Oversee the servicing of relationships across members to ensure satisfaction and effective relationship management

Team Leadership/Management

- Manage, coach and develop all direct reports to ensure effective performance management, skill development and teamwork
- Manage resources to achieve maximum benefit with minimal costs
- Engage and contribute creative thought and approaches in order to take performance to the next level
- Foster a high-performance culture and positive relationships across the team

Executive Team

- Deliver to any individual objectives set, as a member of the Executive team
- Represent the objectives, activities and achievements for designated areas of responsibility at Executive and senior level as required; liaise and advise at senior levels to communicate and influence objectives and expectations
- Make a significant contribution to any Executive team objectives and participate fully in Executive team activities
- Demonstrate leadership in all activities as an Executive team member and ambassador for the RBO

PERSON SPECIFICATION

Essential Skills/Knowledge and Experience

- An exceptional track record in fundraising, in a complex organisation

- A broad spectrum of fundraising experience across income streams for both revenue and capital needs.
- Demonstrable experience of working with a board and senior volunteers to make significant asks
- A strong working knowledge of legacy fundraising
- Experience of developing, marketing and delivering membership schemes.
- Honed management skills, with a collaborate and influential leadership style to manage line reports and their respective teams effectively and contribute to the Senior Management team of the RBO
- Advanced presentation, negotiating and interpersonal skills
- A deep working knowledge of tax and legal issues affecting fundraising and knowledge of the Charities Act.
- Firm commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.
- Knowledge of and an interest in Ballet and Opera would be advantageous

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

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

