



## **JOB DESCRIPTION**

**Title:** Membership Coordinator

**Reports to:** Membership Manager

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### **Context**

The Royal Ballet and Opera leads the way in opera, ballet, music and dance, both live on stage and digitally through live-streaming and worldwide cinema screenings. We are home to The Royal Ballet, The Royal Opera, and The Orchestra of the Royal Ballet and Opera. We could not maintain this range of work or our digital presence without support from philanthropists, funders, members, business partners and sponsors.

This role plays a key part in the highly committed and successful Development and Advocacy Department, which generates over £41m revenue annually, plus additional capital funds, and secures the annual Arts Council England grant (currently £22.9m). The Department's revenue generation and advocacy to Government of the value of our creative sector, ensures the RBO can retain the best artists and crafts people, deliver our thriving National Schools' Programme, maintain our beautiful grade I listed building, deliver on our charitable mission, and continue to produce world class performances.

The Membership Team are responsible for circa £10m income in membership donations, including Gift Aids. Friends and Patrons also make up 30% of ticket income, 55% other donations and 88% legacies, emphasising the importance of community building, good processes and customer service.

### **Main Purpose of the Job**

- To support the Membership Team, primarily working across Friends but also providing Patron support where required, across a range of designated administrative 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, 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

## **Main Responsibilities**

Working to priorities set by the Senior Membership Manager:

### **Administration**

- Administer daily, weekly and monthly Friend membership mailings ensuring all new, renewals, upgrades and gift communications are processed in a timely manner i.e. mail merge, compiling documents, updating forms, coordinating with our external mailing house and the printing of membership cards
- Compile Welcome Packs and Gift Memberships; including updating communications and the printing of membership cards
- Undertake daily office administrative duties, including the processing of post and returned mail
- Assist with database system maintenance ensuring membership records are up to date with all personal details and history information; including credits, titles, addresses, constituencies, attributes, initiation dates and expiration dates.
- 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
- Work to given guidelines for handling data and ensuring accuracy

### **Finance**

- Assist the Membership Manager to administer the processes for direct debits for members as required
- Process Direct Debit reports including ADDACs
- Ensure data held within the database is accurate in preparation for the collection of membership direct debit payments
- Work with team and department colleagues to ensure all DD processes are robust
- Work alongside the Membership Officer with creating and submitting ad hoc membership receipts, invoices and credit notes

### **Events**

- Attend Membership and Departmental Events where required, acting as an ambassador for the team
- Assist the Membership Officer in administering event invitations and waitlists

### **Customer Service and Ticketing**

- Provide a professional, friendly and helpful interface for all members and prospective members
- Liaise with the Box Office team where necessary to resolve ticketing queries

- Assist the Membership Team with customer enquiries and contribution payments by phone, email and post
- Support the Patrons 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
- Undertake any other tasks as may reasonably be required in the role
- Play an active role in the team, contributing to the efficient running of operations.

## **PERSON SPECIFICATION**

### **Essential Knowledge/Skills and Experience**

#### *Administration*

- Experience in administration, ideally within a customer-facing organisation (arts, performing arts or a fundraising charity)
- Experience of administering financial processes
- 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

#### *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 team members and other Development and Advocacy team members to support department initiatives or best practice

### *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.
- 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.

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

