



JOB DESCRIPTION

Title: Part-Time Interim Development Assistant (0.6 FTE)

Reports to: Senior Fundraising Manager

Context

The Royal Ballet and Opera (RBO) 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 its 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.

Main Purpose of the Job

- To provide administrative support to the Fundraising Appeals and Membership teams
- To assist with management of Fundraising Appeals' and Membership financial processes (as defined in Main Responsibilities)
- To support the Membership phone lines for incoming membership and ticketing queries
- To assist with ticket allocations for Patron members during their priority booking period
- To contribute to meeting Fundraising Appeals income targets

- To act as an ambassador for the RBO and Development & Advocacy team when interacting with donors, members, and internal stakeholders.

Main Responsibilities

Administrative

Daily tasks will include, but are not restricted to, the following:

- Direct Debits: manage monthly processing of PDDs and BACS information, adding new gifts, chasing failed payments, annual pledge renewals, and pledge balance checking
- Manage weekly thanking messages, via email and letter, including copy drafting for thanking/receipt emails around all appeals and processing thanking for membership Upgrades, Gift Memberships, Gift Renewals
- Manage data cleansing
- Manage the Seat Naming Tour process, coordinating dates internally and with the donor, managing the booking page, sending invite emails, completing visitor log/planning confirmation.
- Run Seat Naming Tours (training provided)
- Process donations
- Manage inbox (including seat naming inquiry management)
- Manage specific fundraising campaigns' plans eg the Candelabra Lights Appeal
- Approvals and copy proofing for our ticket 'draws' (raffle to win tickets to our performances)
- Copy drafting for stewardship letters around all appeals
- Processing replacement membership cards
- Coordinate and process incoming, outgoing and returned post
- Assist coordination of task planning for our membership volunteer team member
- Assist Patron Manager with Tessitura 'plan' maintenance (the income tracking process)

Projects

- Lead on updating Thanking Copy/Process
- Work with Senior Fundraising Officer on Stewardship process development
- Contribute to Thanking email automation project
- Seat Naming Appeal Delivery (work starts in October 2025)
- Costume Appeal Delivery (work starts in January 2026)

Customer Service

- Support Membership (Friend and Patron) phone lines during busy periods
- Support Patron ticket allocating during their priority booking period
- Support Patron daily ticketing during busy periods

Key Performance Indicators

- Effective workflow planning and execution of tasks to deadline
- Efficient use of processes, software, and systems, adhering to GDPR requirements
- Being a respected ambassador within the Development and Advocacy department, with strong working relationships across RBO departments

PERSON SPECIFICATION

Essential Knowledge/Skills and Experience

Administration

- Strong written communication skills across email, digital and print channels
- Ability to quickly gain an understanding of team operations
- Excellent face-to-face and telephone communication skills, with the ability to liaise professionally with donors, members, and stakeholders
- Reliability and commitment to delivering a first-rate experience to supporters
- Ability to gain understanding of UK fundraising landscape, fundraising methods and processes
- Experience of processing Direct Debits (desirable)
- Proofreading skills. Keen eye for detail

Workload Management

- Excellent time management, planning, and organisational skills
- Proficiency in Microsoft Office, including Word and Excel, with the ability to learn new systems quickly
- Experience working with databases, including accurate data entry and extracting data for mail merges and reports
- Ability to effectively execute tasks to deadline
- Willingness to learn about and support the team's activities and projects

People Skills

- Good verbal communication skills and a helpful manner
- Respect for confidentiality, with the ability to communicate with tact and diplomacy
- Strong team player, able to build good working relationships with colleagues and contacts
- Enthusiasm for and ability to communicate fluently about the artistic work of the RBO

Continuous Improvement

- Play an active role in the team, contributing to efficient operations
- Stay updated on best practices relevant to the role
- 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
- Support a culture of information sharing, collaborative working, and innovation
- Uphold RBO values and behaviours, supporting diversity and inclusion goals
- 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.

