January 2020

Dear Applicant,

Thank you for your interest in the post of **Development Assistant.**

Please find enclosed:

1. Job Description and Person Specification
2. About Theatre Royal Stratford East
3. Application Form

Completed applications are to be returned by Monday 27 January 2020

Interviews will be held on: Friday 31 January 2020

To apply for this position, please return your completed application form and monitoring form to [recruitment@stratfordeast.com](mailto:recruitment@stratfordeast.com)

You may find it helpful to look at the Stratford East website [www.stratfordeast.com](http://www.stratfordeast.com) for general information on the theatre’s policies, current programme and past history.

I hope that you will be interested in applying for the post

With best wishes,

Eleanor Lang

Executive Director

**Due to high volumes of applications, we are unable to contact you if you have not been shortlisted.**

**JOB DESCRIPTION**

**Job title:** Development Assistant

**Reporting to:** Development Manager

**Working with:** Development Manager, Director of Development and staff across the organisation, including Learning & Participation, Artistic and Marketing teams

**Theatre Royal Stratford East**

Stratford East is a producing theatre in the heart of East London. We have a proud history and an exciting future. We tell stories, spearheading diverse work and champion often-marginalised voices on our stage. Under Nadia Fall’s Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work.

Situated in the heart of the East End community, we run an engaging learning and participation programme and are accessible and open to all.

**Development Department**

Stratford East’s Development team is responsible for raising all voluntary income from corporate, individual and trust/foundation funding streams with a current annual target of £640,000. The new artistic direction as well as the changing landscape of Stratford offers huge opportunity for the Development team to grow its income and we have ambitious targets.

**Main purpose of the Role**

Stratford East is looking to appoint a Development Assistant who will contribute to department wide fundraising and provide administrative support to the team.

The Development Assistant will be responsible for day-to-day management of departmental processes, providing general administrative support across the team, event organisation, financial support and administration of Stratford East’s Customer Relationship Management (CRM) system, Spektrix.

**Development Department Administration**

* Act as the first point of contact for the Development team, responding and passing on queries appropriately
* Enter, maintain, clean, sort and compile data on Spektrix and champion its consistent use across the department, working in line with Stratford East’s GDPR policy
* Maintain up-to-date systems on behalf of the department and create a variety of documents as required including spreadsheets and producing reports from Spektrix
* Administer the Development Board including organising meetings, taking minutes and distributing information
* Organise and administer internal Development Team meetings including booking spaces and producing agendas
* General office management for the Development team, including but not limited to managing and ensuring the efficient operation of all office systems including IT and telephones, filing and archiving, stationary supply, information sharing, and office maintenance

**Individual Giving Support**

* Support the Development Manager in developing and growing the Individual Giving Scheme, Friends Scheme and on fundraising campaigns
* Answer queries from new and prospective supporters by telephone, letter and email
* Administer the Individual Membership Scheme and Friends Scheme ensuring prompt renewals and producing welcome and thank you correspondence for new supporters
* Make ticket bookings for donors at all levels, providing the highest level of customer care
* Manage stewardship communications, including newsletters
* Manage accreditation lists for all levels of supporters in printed materials and on the Stratford East website
* Ensure all individual benefits are tracked, monitored and used
* Support the Development Manager in effective prospect research to grow the Individual Giving Schemes

**Financial administration**

* Ensure prompt processing of donations, invoices and membership income and expenditure
* Support on the implementation of income and expenditure budgeting processes across the department
* Liaise where necessary with the Finance department to maintain accurate records of financial information
* Maintain Gift Aid paperwork and electronic archive and assist in the production of quarterly Gift Aid claims
* Code and process department invoices and departmental credit card statements

**Event management**

* Lead on the organisation of key event logistics and the delivery of Development events, including room bookings, compiling guest lists, distributing invitations, RSVPs, organising tickets, payments, catering and welcoming guests at events
* Work with other departments to ensure the smooth running of building wide events such as Press Nights
* Attend Stratford East events in the evening and at weekends as required

**Website and Mailings**

* Prepare data and copy for department mailings, including season announcements and press releases
* Monitor and maintain the Development pages on the Stratford East website to ensure that they are accurate and up to date at all times

**General Duties**

* Provide assistance and administrative support to the Director of Development including diary management, organising internal and external meetings and booking spaces
* Undertake tasks as required to support the Development Manager in delivering fundraising on behalf of Stratford East
* Undertake any other duties that may reasonably be required

**PERSON SPECIFICATION**

**Essential**

* Educated to at least A level standard or have alternative experience and personal attributes at the same level
* Experience in an office administration role
* Highly literate with a good understanding of Microsoft Office including Word, Excel, PowerPoint and Outlook
* Excellent attention to detail, time management and organisation
* Knowledge and experience of using databases and spreadsheets
* Knowledge of the arts and an appreciation of theatre

**Desirable**

* Experience in a customer service environment
* Experience in fundraising
* Experience in event coordination/management
* An understanding of Spektrix/fundraising databases
* An understanding of common financial processes including purchase orders and invoices
* Knowledge of automated marketing systems
* Knowledge of Gift Aid and other tax effective giving mechanisms for individual donors

**Personal Attributes**

* Enthusiastic and logical-thinking self-starter who is confident to take initiative to secure results
* A collaborative and supportive team player with a positive attitude in carrying out all departmental duties.
* A proactive, flexible and enthusiastic attitude to work and a willingness to work evening and weekends.
* Confident and socially at ease
* Excellent interpersonal skills including tact and diplomacy
* Articulate and persuasive both orally and in writing

**Contract type:** Full time and permanent

**Salary:**  £22,000 per annum

**Hours of Work:** 40 hours per week.

Usual office hours are Monday to Friday 10am to 6pm, with

occasional evening/weekend work required for which an informal

TOIL system is in operation.

**Holidays:** 22 days per annum plus bank holidays pro rata. This will increase

by 1 day for each full holiday year of service completed to a

maximum total of 25 days pro rata.

**Probation:** 6 months

**TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.**

**About Theatre Royal Stratford East**

Since 1884, Theatre Royal Stratford East, the historic producing house in the heart of London’s East End has spearheaded diverse work, and championed often marginalised stories on its stage.

From 1953 – 1979 the theatre was the home of Joan Littlewood’s legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as Oh, What a Lovely War! and A Taste of Honey.

Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo to name but a few.

Under Nadia Fall’s Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work.

Situated in the heart of the East End community, we run an engaging Learning and Participation programme and are accessible and open to all.