



JOB DESCRIPTION	
Job Title	Individual Giving Operations Officer
Department	Barbican Development
Grade	C
Location	Barbican, Silk Street, London, EC2Y 8DS
Responsible to	Senior Patrons and Individual Giving Manager
Responsible for	N/A

Purpose of Post

To provide operational support to underpin the success of the Development Department and in this capacity plays an important role in supporting growth and success of an ambitious fundraising team.

To contribute to strategies and support data selection and reporting for Individual Giving portfolio management and appeals.

To administer the department's donor database and lead on statistical analysis and reporting for performance management, business planning and data protection compliance.

Key Relationships

This post works with a wide range of people internally and externally. Beyond the immediate Development team, key relationships include staff in other Barbican departments including all art forms, Creative Learning, Audience Experience, Marketing, Communications, Finance and IT. The post also works with the Managing Director's Office and Barbican Centre Trustees. The post will support in the management of relationships with external vendors / suppliers.

1. Fundraising Operations

- Work with the Individual Giving Manager to develop and implement strategies to increase income and participation in entry level giving programmes. Continually monitor performance to support growth and performance improvements.

- Work with the Individual Giving Marketing Manager to support the delivery of our direct marketing programmes. Including creation of print and web collateral.
- Respond to Individual Giving prospect and donor enquiries over the phone and in writing, liaising with colleagues as needed to answer queries, secure donations and fulfil requests.
- Contribute to the development of systems to process and acknowledge gifts with administrative support from Development Assistant. . Create and maintain accurate donor records in the departmental database, including contact information, communications, preferences, pledges and gifts.
- Monitor income into the Barbican Centre Trust's bank accounts/tracker and work with colleagues to maintain accurate records for gifts, Gift Aid claims and annual Barbican Centre Trust audit.

Work with the Head of Department to support business planning and reporting. Support with the preparation of income, forecasting and portfolio reports at an agreed frequency to monitor KPIs, identify trends and report findings.

2. Research and Prospecting

- As requested, create and analyse customer lists to help generate prospects and build pipelines for individual giving programmes and events. Record donor information in departmental database, with respect for data privacy regulations.
- Analyse data from donation reports to identify and research prospects with potential for increased levels of giving.

3. Data Analysis and Reporting

- Prepare detailed income reports for individual giving, at an agreed frequency, to monitor KPIs, identify trends, and report findings.
- Assist the Head of Development and Senior Managers with preparing income summaries and contribute to financial/KPI reports on a regular basis, including to the Board and Trust.
- Monitor individual giving donation reports for trends, report findings to colleagues and contribute to strategies to increase income and Gift Aid.

4. Database Management

- Serve as administrator for the department's donor database, and liaise with external vendors, with support from Individual Giving Marketing Manager and IT department.
- Be an active member of the Barbican-wide working group for our customer/donor database and work with IT to support the migration process from the existing database.
- Coordinate departmental efforts to manage data accuracy. Run regular reports for duplicates and cleansing data to maintain accuracy. Support departmental data audits to comply with General Data Protection Regulation.

- Monitor business effectiveness and ensure fixes and improvements to the system are carried out within agreed budgets.
- Ensure the database user manual and other documentation is kept up to date and accurate, and deliver training to users to ensure best-practice and data integrity.
- As requested, support the transfer of data, preparing exports and imports, complying with data protection and privacy regulations.

5. Best Practice Approach and Other Duties

- Actively seek to promote the Barbican brand, values and experience.
- Respect individuals' privacy and data confidentiality. Ensure best practices in fundraising are consistently applied. Contribute to regular review of the Fundraising Regulator's Codes of Practice and data protection regulations. Contribute to changes in procedures and working practices, particularly in respect of individual giving.
- Keep abreast of other developments in fundraising and related legislation, and e.g. HMRC Gift Aid Legislation, VAT, Data Protection Act and General Data Protection Regulation, relevant UK / EU policies and U.S. IRS gift rules. Research and effectively communicate updates and contribute to changes in procedures and working practices, particularly in respect of individual giving.
- Actively seek to build your subject matter expertise and networks, through Individual Giving forums and meetings.
- Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
- Undertake any other duties that may reasonably be requested appropriate to the grade.



PERSON SPECIFICATION	
Job Title	Individual Giving Operations Officer
Department	Barbican Centre – Development
Grade & Level	C Level: 2
Trent Position Number	05C0061/002

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Technical Skills / Professional Qualifications / Relevant Education & Training

Essential

- Educated to degree level or equivalent (A)
- Excellent Microsoft Office skills, including Word, Excel, Powerpoint, Publisher and Outlook and the use of databases (A, I)
- Ability to prepare financial reports and fundraising portfolio reports (A)
- Extremely proficient with the administration of budgets (A, I)
- Meticulous attention to detail with exceptional organisational skills (A, I)
- Professional demeanour and ability to work calmly under pressure (A)
- Excellent team-building skills; ability to motivate others while working collaboratively (A, I)
- Ability to demonstrate the highest level of discretion and confidentiality (A, I)
- Demonstrable knowledge, understanding and interest in fundraising and the arts (A)

Desirable

- Training in fundraising strategies and development programme management. (A, I)
- Comprehensive understanding of UK Gift Aid rules, the GDPR, VAT rules, and other relevant legislation concerning fundraising. (A)
- Understanding of US legislation concerning fundraising (A)
- Experience of Microsoft Access, ticket booking databases and Artifax events software (A, I)

Experience Required

Essential

- Experience of direct marketing or public fundraising appeals involving high volume of donations (A, I)
- Experience of working with a donor or customer database, including ability to build queries, analyse information and/or manipulate data to create meaningful and user-friendly reports (A, I)
- Previous experience in a development/fundraising role providing operations, administrative and database management support (A)
- Experience of using advanced Microsoft Excel (A)
- Experience of working with a range of colleagues at all levels of seniority (A, I)
- Experience of managing multiple projects at one time and prioritising workload (A, I)

Desirable

Experience of working in an arts organisation, higher education development office or other charity (A)

Other Relevant Information eg. working hours or desirables (only if applicable)

Typical working hours are 9.30am – 5.30pm with an hour lunch. Occasionally work will be required out of normal office hours to work at evening or weekend events, breakfast meetings, performances, etc.

Travel outside London is possible for training purposes. Travel abroad is unlikely.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.