



Job Description

Job Title	Philanthropy Officer
Department	Barbican Development
Grade	C
Location	Barbican Centre, Silk Street, London, EC2Y 8DS
Responsible to	Patrons Manager
Responsible for	N/A

About the Barbican

The Barbican Centre is one of Europe's leading visual and performing arts and learning venues. We work with exceptional artists to build a creative international programme that crosses art forms. We're both a civic space for our communities and a multi-platform venue showcasing the best artists, musicians, directors and actors to global audiences

Fundraising at the Barbican

The Development department is responsible for securing revenue from a variety of sources including donations, grants, patronage, sponsorship and corporate memberships. This is used to support an inspiring programme of artistic events, learning activities and community work.

The department works closely with internal teams, partner organisations, the Board and the Trustees to maximise income and support for our arts and learning programmes. This is a particularly interesting and exciting time for the Barbican, with a new Creative Vision and the Barbican Renewal project. The Development department will be key to making the Vision possible and we are working closely with the CEO and Artistic Director to develop relationships and support for the new activities.

Purpose of Post

The Philanthropy Officer plays a key role in ensuring income targets are met by delivering a programme of engagement for our most generous and committed supporters. They will offer

administrative support for the frontline fundraisers and assist in delivering an expanding patron programme through excellent customer service and stewardship.

You will work with the Head of Philanthropy and the Patrons Manager to retain and increase support from major donors and patrons. You will undertake timely and accurate account management for key supporters, support the team on identifying and approaching new potential donors and manage the smooth delivery of a busy patrons' programme.

You will be required to work with immediate colleagues within the Development team, whilst also building good working relationships with colleagues across the organisation including Audience Experience, Catering & Events, and the curators and producers within the art form teams such as music, theatre, and visual arts. You will maintain the highest standards of communication with external contacts to nurture and enhance key relationships with donors.

Main Duties & Responsibilities

1. Cultivation and stewardship of existing donors

- Support the Patrons Manager in building and growing the pipeline of Patron and major donor prospects, monitoring next actions and ensuring internal stakeholders are fully briefed.
- Identify and research potential supporters from ticket booking data, web and other resources, and work with team members, other departments, Trustees and Board members to identify prospects, establish connections and build relationships.
- Respond to prospect and donor enquiries in a warm, professional, and timely manner.
- Work with the Box Office team to process ticket requests and ensure Patron and donor ticketing and seat selection is seamless.
- With the Patrons Manager, deliver a communications programme for supporters to increase affinity and loyalty - selecting appropriate stories, drafting event highlights, impact reports, and other materials.
- Create and maintain accurate records in the departmental database, Spektrix, and other systems and of all contact information, interactions, proposals, pledges and gifts. Continually improve and streamline processes.

2. Events

- Initiate, manage and oversee the creation of guest lists and sending of invitations to deadlines.
- Liaise with colleagues, from Customer Experience & Event Management, caterers, and suppliers to ensure the successful planning and cost-effective running of events.
- Serve as one of the department's Artifax super-users, ensuring all information is accurately recorded for departmental events, and helping to train colleagues.
- Support with financial record-keeping for events.
- Contribute to the evaluation of events, record actions for donor and event follow-up, and incorporate learning into future events.
- Attend H&S trainings for events and ensure House Managers / Event Managers undertake risk assessments for events as appropriate.

3. Gift Processing and Financial Management

- Process donations from individuals, including monitoring BACS and other transfers directly to the Trust's account and keeping donor records up to date.
- Maintain accurate information on all income from patrons and major donors.
- Ensure all qualifying gifts and donors make a Gift Aid declaration and maintain accurate records for Development and Finance to use for claims and annual audit.

- Maintain recognition lists and ensure anonymous donors' wishes are followed.
- Prepare invoices, gift requests and acknowledgement letter(s), as appropriate, in a timely manner
- Log and process invoices for expenditure for the Patrons programme and contribute to the monitoring of the department's budget.
- Ensure integrity of Development information in line with GDPR legislation through accurate data entry and regular account reviews to update donor and ticketing databases including fundraising activity, income and events.

4. Best Practice Approach and Other Duties

- Actively seek to promote the Barbican brand, values and experience.
- Respect confidentiality and ensure administrative processes and best practices in fundraising are consistently applied with regard to prospect and donor research and records, gift agreements, recognition and stewardship.
- Keep abreast of developments in fundraising and related legislation, e.g. GDPR, HMRC Gift Aid Legislation, VAT, the Data Protection Act, and U.S. IRS gift rules; routinely research and effectively communicate any changes; contribute to changes in procedures and working practices, as appropriate.
- Perform other duties as reasonably requested by line manager or the Director of Development.
- Take part in external networks, such as Patron or Individual Giving forums.



Person Specification

Job Title	Philanthropy Officer
Department	Barbican Centre - Development
Grade & Level	C
Trent Position Number	05L0194/001

Please find below the key skills and experience required to undertake this post.

Essential:

- Experience of developing great donor or customer relations - in person and in writing.
- The ability to understand and use income and expenditure budgets.
- Direct or transferable skills that demonstrate a willingness to take on new systems and databases to record and analyse data.
- Experience of working with a range of colleagues, assisting with prioritising and monitoring workloads.
- Excellent Microsoft Office skills, including Word, Excel, Powerpoint, Publisher and Outlook
- Professional and persuasive written and verbal communication skills (on the phone and in person) including ability to prepare concise written or financial reports.
- Good attention to detail with and strong organisational skills.
- Proactive and professional demeanour in all interactions and ability to work calmly under pressure.
- Excellent team-building skills; ability to motivate others while working collaboratively.
- Ability to demonstrate discretion and confidentiality.
- Demonstrated knowledge, understanding and interest in fundraising and the arts.

Desirable

- Experience of working in a fundraising or marketing team.
- Experience of working with Box Office or ticketing systems
- Understanding of GDPR, UK Gift Aid rules, the Data Protection Act, VAT rules, and other relevant legislation concerning fundraising.
- Experience of planning and delivering events
- Experience of Patron programmes in the arts or fundraising for education.

Other Relevant Information

The Barbican Development Team currently have a blended model of 3 days working in the office and the remaining days remotely. Typical working hours are 9.00/9.30am – 5.00/5.30pm with an hour lunch.

Occasionally work will be required out of normal office hours to work at breakfast, evening or weekend events and performances, etc. The Philanthropy Officer must be available to attend these events – usually mid-week evenings, and occasionally on the weekend. These events are generally planned well in advance.

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.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Starting salary for this job is £30,440 per annum inclusive of London Weighting. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

The hours of work are 10am – 6pm, Monday- Friday, being 35 hours per week excluding lunch break, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any



queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.