



JOB DESCRIPTION	
Job Title	Philanthropy Officer
Institution	Barbican
Department	Development
Grade	C
Location	Barbican Centre, Silk Street, London EC2Y 8DS
Responsible to	Patrons Manager
Responsible for	N/A
Key Relationships	Development, Marketing, Communications, Art Forms, Box Office
Employment Type	Permanent

## The Barbican

The Barbican is a world-class art and learning organisation. We push the boundaries of all major art forms and inspire more people to discover and love the arts.

The Barbican presents artistic experiences across music, theatre, dance, visual arts, and cinema that variously entertain, enable, enrich and educate our many audiences and participants. Our intention is to be a 21st century international Arts Centre that champions equity and opportunity and explores new approaches to arts, education and enterprise. We attract new arts audiences and participants, creating inspiring arts experiences for all. From first encounters to higher education programmes, we develop interests, skills, confidence and careers.

We are London's Creative Catalyst for arts, curiosity and enterprise. Our values reflect that we are inclusive, sustainable, daring, connected and joyful. We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

## Fundraising at the Barbican

The Development department is responsible for securing income 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 Director for Arts and Participation to develop relationships and support for the new activities.

### **Purpose of Post**

The Philanthropy Officer supports the Philanthropy team to recruit, steward, and retain our most generous and committed individual donors. They will work closely with the Patrons Manager to deliver an engaging patron programme through excellent donor service and stewardship. This will contribute to an overarching Development yearly target of c. £3m, and an Individual Giving Target of c. £900k. Additionally, this role will play a vital part in the development of the Barbican's Renewal project, which has a capital fundraising target of £40m.

The Philanthropy Officer will work with the Head of Philanthropy, Senior Philanthropy Manager and the Patrons Manager to retain and increase support from major donors and patrons. Often serving as a first point of contact for Patrons and prospects, you will work with the Patrons Manager on renewals, recruitment, and developing your own relationships with Patrons. You will undertake timely and accurate account management for key supporters, assist the team on identifying and approaching new potential donors, manage your own prospect pipeline and ensure the delivery of a busy Patrons' event programme. You will work with immediate colleagues within the Development team while building good working relationships with colleagues across the organisation including 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.

This multifaceted role presents an excellent opportunity for learning and professional development, making it ideal for a candidate eager to develop their career in fundraising and contribute to the work of an exciting multi arts venue at a key point of change for the organisation.

### **Main Duties & Responsibilities**

#### **1. Cultivation and stewardship of donors**

- Support the Patrons Manager in building and growing the pipeline of Patron and major donor prospects and maintaining your own portfolio for entry level donors.

- Identify and research potential supporters from ticket booking data, web and other resources, and work with team members, other departments, Trustees and Board to identify prospects and build relationships.
- Work proactively with the Patrons Manager to reach out to existing patrons and connect them with key colleagues or programmes as appropriate.
- Write briefing notes and share them with the senior leadership team as appropriate.
- 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.
- Support the Patrons Manager in creating an engaging and entertaining events schedule across all artforms.
- 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.
- Onboard patrons in a timely manner from acknowledgment emails to welcome packs.
- 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	
<b>Job Title</b>	Philanthropy Officer
<b>Department</b>	Barbican Centre - Development
<b>Grade &amp; Level</b>	C
<b>Trent Position Number</b>	

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

**Essential:**

- Experience of developing great donor or stakeholder relationships, both in person and in writing.
- Ability to manage income and expenditure budgets, especially toward financial reconciliation.
- Professional and persuasive written and verbal communication skills (on the phone and in person) including ability to prepare concise written or financial reports.
- Ability to take on new systems/databases to record and analyse data, especially in a CRM context.
- Good attention to detail with and strong organisational skills.
- Energised and flexible attitude toward working with colleagues and stakeholders in all types of interactions and ability to work calmly under pressure.
- Ability to demonstrate discretion and confidentiality.
- Demonstrated knowledge, understanding and interest in fundraising and the arts.
- Experience of planning and delivering events.

**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 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 wherever you choose. 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**

***These key skills and core behaviours 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 each of these on the application form on 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.***