

# Job Description

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

## About the Barbican

The Barbican is an arts, learning, and conference centre in the heart of the City of London.

We're passionate about showcasing the most exciting art from around the world, pushing traditional artistic boundaries and helping us understand our lives in new and unexpected ways. Each year we present thousands of different performances, events and exhibitions that entertain and inspire millions of people, create connections, provoke debate, and reflect the world we live in.

We're rooted firmly in our neighbourhood, collaborating with local communities to create joyful celebrations of the stories and places they care about, while putting the City of London on the map as a destination for everybody. Central to our purpose is supporting emerging talent, shaping opportunities that will accelerate the next generation of creatives.

As a purpose-driven organisation, our values inform our work as well as our everyday decisions. We want to ensure that creativity, inclusion, community, and enterprise are an essential part of the Barbican. By underpinning everything we do with our organisational values, by being inclusive, connected, sustainable, and daring, and by approaching our work in a joyful way, we hope that being part of the Barbican community will become a positive, life-enhancing experience for everyone.

## Fundraising at the Barbican

The Development department is responsible for generating income from a range of sources including donations, grants, patronage, sponsorship and corporate memberships. This funding supports the Barbican's inspiring programme of artistic events, learning activities and community work.

The team works closely with colleagues across the Centre, partner organisations, the Board and Trustees to maximise income and strengthen support for our arts and learning programmes. This is a pivotal and exciting time for the Barbican, with a new Creative Vision and Barbican Renewal shaping our future. The Development department will play a key role in realising this vision, working closely with the CEO and Directors to develop relationships and support for the new initiatives.

The Development Operations team comprising the Development Manager (Operations), Development Officer (Operations), Writer & Research Officer and Development Assistant supports the department's goals in these key areas:

- Supporter database (Spektrix) management
- Prospect research, due diligence and pipeline management
- Audience Giving fundraising
- Charity governance
- Reporting and insight

- Data governance and compliance

## Purpose of Post

This operational support underpins the success of the Development Department and plays an important role in supporting the growth and effectiveness of an ambitious fundraising team.

The postholder will work closely with the Development Manager (Operations) to ensure the department's systems, processes and data are managed effectively, and to support the delivery of Audience and Appeal fundraising strategies. This will contribute directly to the department's annual revenue target of £3 million and to multi-year capital goals.

The Development Officer (Operations) acts as the main point of contact for gift processing and CRM support within the department. The role includes training Development staff, monitoring data accuracy, leading on statistical analysis and performance reporting and helping to implement measures that improve processes and best practices.

The ideal candidate will have experience using CRM systems (preferably Spektrix), strong IT and analytical skills, a good understanding of the operational needs of a busy fundraising department, and **excellent organisational abilities**.

## Key Relationships

This post works with a wide range of people internally and externally. Beyond the immediate Development team, key relationships include staff across the Barbican departments, including all art forms, Creative Collaboration, Renewal, Audience Experience, Marketing, Communications, Finance and IT. The post also liaises regularly with the CEO's Office and Barbican Centre Trustees, and supports the management of relationships with external suppliers and vendors.

## Main Duties & Responsibilities

### 1. Fundraising Operations

- Contribute to the development of systems for processing and acknowledging gifts, and support gift stewardship, donor crediting, and donor list proofing. Liaise with internal stakeholders to ensure all acknowledgements and accreditation are accurate.
- Create and maintain accurate donor records in the departmental database, including contact information, communication history, preferences, pledges and gifts. Process income and maintain records in line with best practice and data protection standards.
- Monitor income into the Barbican Centre Trust's bank accounts and tracker, and work with colleagues to maintain accurate records for gifts, Gift Aid claims and annual Barbican Centre Trust audit.
- Conduct monthly and year-end financial reconciliation with the Development and Finance teams.
- Support the Development Manager (Operations) and Writer and Research Officer in maintaining and updating donor recognition and acknowledgment messaging across the Barbican Centre.

## 2. Audience Giving Fundraising

- Support the development and delivery of Audience Giving strategies to meet agreed financial targets within expenditure budgets. This includes digital giving, onsite giving, Barbican Fund, Supporting Membership, and payroll giving strategy and programmes.
- Coordinate the operational delivery of Audience Giving activity, including donation terminal management and maintenance, income monitoring and reconciliation, staff briefings, working with stakeholders, and associated administration.
- Work with the Development Manager (Operations) to implement and review strategies that increase income and participation in Audience giving programmes. Monitor performance and contribute to continuous improvement and growth.
- Support the Development Manager (Operations) with the delivery of direct marketing campaigns, including the creation and coordination of print and digital materials.
- Collaborate with the **Digital and Marketing** teams to enhance the online giving experience through regular reviews, testing, and updates. Monitor online donations, fundraising opt-ins and Gift Aid uptake, ensuring fundraising messages are consistently represented across digital channels.

## 3. Data Analysis and Reporting

- Assist the Director of Development and Heads with business planning and reporting. Prepare income, forecasting and pipeline reports at agreed intervals to monitor KPIs, identify trends and provide data insights, ensuring these reports are delivered regularly for Board and Trust papers.
- Work with the team to create dashboard and data visualisations using the CRM, Microsoft and Power BI systems, supporting data driven decision making across the Development team.
- Prepare regular income reports for the wider Barbican team to monitor Audience Giving KPIs, analyse trends and report on performance insights.

## 4. Database Management

- Serve as the primary contact for the department's donor database, liaising with external vendors and internal stakeholders, with support from Development Manager (Operations) and IT department.
- Act as an active member of the Barbican-wide customer and donor database working group.
- Coordinate departmental efforts to maintain data accuracy. Run regular reports to identify and remove duplicates, cleanse data, and support internal data audits to ensure compliance with General Data Protection Regulation (GDPR).
- Work with Spektrix and Barbican Systems teams to monitor system effectiveness, resolve issues, and implement improvements and upgrades within agreed budgets.

- Maintain up to date database documentation, including the user manual, and deliver training to users to promote best-practice and ensure data integrity.
- Support data transfer activities, including preparing exports and imports, in line with data protection and privacy regulations.
- Ensure compliance with all relevant standards for Development and fundraising activities, including data protection, gift processing, fraud and money laundering legislation.

## 5. Best Practice Approach and Other Duties

- Promote the Barbican brand and values in all interactions and activities.
- Uphold best practice in fundraising and data management, ensuring respect for individuals' privacy and data confidentiality. Contribute to regular reviews of the **Fundraising Regulator's Codes of Practice** and data protection legislation, and help implement any resulting procedural updates, particularly in relation to individual giving.
- Keep up to date with developments in fundraising regulation and legislation, including HMRC Gift Aid, VAT, Data Protection Act, GDPR, relevant UK / EU policies and U.S. IRS gift rules. Research and effectively communicate updates supporting continuous improvements in departmental procedures and compliance.
- Build subject matter expertise and networks through ongoing learning and engagement with the wider fundraising sector. Follow the City of London's Corporation's Occupational Health and Safety Policy and take responsibility for the wellbeing safety of yourself and others in the course of your work.
- Uphold the City of London Corporation's Equal Opportunity Policy, promoting equity, diversity and inclusion in all aspects of your role.
- Undertake any other duties that may reasonably be requested and that are appropriate to the grade of the post.

## Person Specification

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<b>Department</b>	Barbican Centre – Development
<b>Grade</b>	C
<b>Trent Position number</b>	05C0044/001
<b>DBS Criterion</b>	No DBS
<b>Security Vetting Criterion</b>	No security vetting is required
<b>Politically Restricted Post Criterion</b>	This post is <i>not</i> politically restricted

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.

### Experience Required (A, I)

- Proficient with the administration of financial information and budgets
- Ability to prepare financial reports and fundraising portfolio reports
- Meticulous attention to detail with exceptional organisational skills
- Professional demeanour and ability to work calmly under pressure
- Excellent team-building skills; ability to motivate others while working collaboratively
- Ability to demonstrate the highest level of discretion and confidentiality
- Demonstrable knowledge, understanding and interest in fundraising and the arts
- Experience of working with a CRM database, including ability to build reports, analyse information and/or manipulate data to create meaningful and user-friendly reports
- Previous experience in a development/fundraising or relevant role providing operations, administrative and/or database management support
- Experience of working with a range of colleagues at all levels of seniority
- Experience of managing multiple projects at one time and prioritising workload.

### **Technical Skills & Knowledge**

- Experience of working with databases to record and analyse data
- Excellent Microsoft Office skills, including Word, Excel, PowerPoint, Publisher and Outlook

### **Other Relevant Information**

#### **Desirable Experience**

- Comprehensive understanding of UK Gift Aid rules, the Data Protection Act, VAT rules, and other relevant legislation concerning fundraising
- Understanding of US legislation concerning fundraising
- Experience of Spektrix and Power BI
- Experience of direct marketing or public fundraising appeals involving high volume of donations

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.***



# 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**

The salary range for this job is £36,900 to £40,850 per annum inclusive of all allowances. 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**

Normal hours of work are 9.30am-5.30am hours per week excluding lunch breaks, Monday to Friday, inclusive 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**

1 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**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.