

RIVERSIDESTUDIOS

JOB DESCRIPTION

Position: **Development Assistant**

Responsible to: Development Director

Applications to: careers@riversidestudios.co.uk
Closing Date is 5.00pm on Sunday 16 June 2019

Riverside Studios Background

Riverside Studios is reopening in the autumn of 2019 after a five-year redevelopment.

Riverside Studios is a dynamic cultural venue where audiences, artists and communities come together to discover and participate in extraordinary arts and entertainment.

Our new building will offer flexible performance spaces, TV Studio, cinemas, event and rehearsal spaces, gallery, workspaces, an archive and bars & restaurants.

Riverside Studios will be a free-flowing confluence of theatre, film, music, dance, comedy, art, enterprise, events, innovative technology and hospitality.

Riverside Studios is operated by the charity, Our charitable aims are to present high-quality arts and to make them accessible to all. We believe that the arts have the power to improve and change lives. Riverside Studios will be a gateway to the arts for everyone through our bold Artistic and Community Programme.

With over 650,000 visitors, 1,000 artists, 1,000 community members, 300 live performances, 150 TV shows, and 100 films a year Riverside Studios will be making a huge impact on the arts and local communities.

Position Profile

This position will be supporting the Development Director as part of the Riverside Studios Development team which is responsible for delivering philanthropic income to support the charity's long-term financial sustainability. The income streams which the team will manage will be individual giving, corporate partnerships, and trusts and foundations. The Development Assistant will work across all these income streams but will focus on the individual giving which is structured mainly through a membership scheme.

The Development Assistant will be responsible for all membership activity including administration, development and growth of the membership scheme which promotes positive and enduring relationships, and demonstrates the vital role of philanthropy at Riverside Studios.

Riverside Studios, 101 Queen Caroline Street, Hammersmith, London W6 9BN
T: +44 (0)20 8237 1000 | **W:** riversidestudios.co.uk | **E:** contact@riversidestudios.co.uk

Registered in England & Wales under Riverside Trust
Company number: 1698349 | Charity number: 287848 | VAT number: 341 3681 71

This role is well-suited to someone with membership relations and stewardship experience in the cultural sector, or a client-facing/donor recognition background with transferable skills, and who enjoys working with people, rolling up their sleeves and working in a small, but ambitious team.

Membership Relations and Stewardship

- To be responsible for the acquisition, engagement, retention, renewal, growth and reporting of Riverside Studios Membership Scheme working to targets.
- To administer all levels of the memberships which range from Patron's Circle (high level supporters) to Dive In Members (community members).
- To act as a first point of contact for prospective new members, maintaining regular personal communication with all levels to ensure a high standard of stewardship with a view to encouraging excellent rates of renewal and upgrading to higher levels of giving.
- To support the Development Director with the cultivation, communication and record keeping for strategy for all levels of membership.
- To draft copy and manage dispatch of the Membership Newsletters, communications and event invitations.
- To manage the delivery of benefits to members including priority booking and advance announcements.

Events

- To support the Development Director in conceiving, developing and executing fundraising events, including regular members and cultivation events.
- To manage invitations, RSVPs and guest lists for all Development events.
- Attend regular events, greeting and speaking with members and stakeholders of all levels, and acting as an ambassador for Riverside Studios.

Fundraising

- Although the Membership Scheme is the priority there will be an opportunity to work with the Development Director across all elements of the fundraising strategy and income streams.
- To assist with the development and support the implementation of special fundraising projects.
- To process Gift Aid through HMRC on a quarterly basis and to maintain accurate and organised records of Gift Aid claims, both on paper and in the database as required.
- To check and code income on the Finance Manager's monthly income reports.

Communications

- To update and maintain accurate and up-to-date records for all members – prospective, active and past - on our database, developed by Red61 (VIA).
- To assist in the editing and maintenance of fundraising pages on the Riverside Studios website.
- To assist the Development Team to ensure the compliance of handling of data is GDPR compliant.
- To ensure that individual supporters are credited in line with funding agreements and agreed benefits policies wherever relevant.

Other

- To work with other Riverside Studios team members, particularly the Communications & Marketing Manager, to ensure a consistency and strong message of the value of supporting Riverside Studios.
- To attend and contribute to regular team meetings.
- To attend and represent Riverside Studios at a range of events as required.
- To regularly attend Riverside Studios shows and projects including performances, press nights, development events and other events.

Person Specification

The ideal candidate will be able to demonstrate the following skills, experience and qualities:

Essential

- An affinity for the mission, vision and work of Riverside Studios and a passion to help achieve its success.
- Ability to prioritise, organise own workload and work effectively in a busy and demanding environment.
- A positive attitude with a high level of self-motivation and ability to work using your own initiative.
- Ability to find quick and effective solutions to practical problems.
- Excellent communication skills, both written and oral, with a range of people and environments.
- Proven ability to work flexibly under pressure, to priorities and to meet deadlines and work within set budgets.
- Flexibility in relation to duties and working hours which will require evenings and weekends.
- Excellent time management.
- Excellent IT skills and knowledge of databases.

Desirable

- Experience in administering membership scheme in an arts organisation.

Terms and Conditions

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| Salary: | £25,000 per annum |
| Working Hours: | 35 hours per week. The post holder will be required to work flexibly with regular evening and weekend work. |
| Holidays: | The annual leave entitlement is 25 days plus statutory holidays. |
| Pension Scheme: | Riverside Trust operates a stakeholder pension scheme to which the employer and employee both contribute |
| Probation: | Six months |
| Contract type: | Permanent |
| Equal Opportunities: | Riverside Trust supports the principle of equal opportunity in employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, gender, marital status, disability, age, sexual orientation, or religious or political beliefs. To avoid discriminatory practice during the recruitment of new employees, selection for interview is based entirely on job related criteria. Riverside Studios complies with Equal Opportunities, Health & Safety, Personnel and other policies at all times. |
| Confidentiality: | To keep confidential the internal workings of the Trust. |

Riverside Studios encourages attendance of performances with a discretionary allocation of complementary tickets to employees.

How to Apply

If you wish to apply for the position please see the Recruitment Timetable (below).

Please send:

- A comprehensive CV
- A covering letter (maximum two A4 sides) or two minutes of video describing your suitability for the position and specifically how your past experience matches the job description and person specification
- A completed equal opportunity form

Applicants should provide contact details for two references, we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up one reference for candidates progressing to second interview, prior to making an offer. All offers of employment will be subject to the receipt of satisfactory references. All applicants must be eligible to work within the UK.

Please submit your application by email with 'DEVELOPMENT ASSISTANT' in the subject line to careers@riversidestudios.co.uk.

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| Closing Date | Sunday 16 June 2019 at 5pm |
| Interviews | w/c 24 June |
| Start Date | w/c 5 August |