



Job Description

Job Title: Development Administrator (Gifts & Events)
Department: Development & Alumni Relations Office
Grade: B
Location: Guildhall School of Music & Drama (Guildhall North Wing)
Responsible to: Rachel Davis, Senior Development Manager (Trust)
Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

Responsible for gift processing activities and events administration for the Development & Alumni Relations Team with a particular focus on income generating events. This includes processing gifts and gift aid, maintaining gift records on the CRM (Raiser's Edge NXT), reporting on gifts. Events administration includes handling logistics, promotional materials, invitations, ticketing and customer enquiries. As with every member of the team, this post will be committed to providing the highest level of service to external and internal stakeholders.

Main Duties & Responsibilities

Gift Processing

1. To be responsible for processing all incoming donations, pledges and ticket payments from individuals, organisations and trusts and foundations, ensuring gift acknowledgements on Raiser's Edge NXT are up-to-date.
2. To process gifts received through various sources including, but not limited to, CAF, BBMS, bank transfer, including processing refunds where necessary
3. To be responsible for logging, processing and banking cash and cheques received directly, ensuring records are clear and up to date and cash/cheques are processed and banked within set SLAs.
4. To ensure that all incoming donations are acknowledged and banked within 72hrs, liaising with Development team members as appropriate.
5. To ensure all information related to gifts received is captured accurately and consistently on the CRM (Raiser's Edge NXT) by working closely with relevant team members in Development and the Guildhall School Trust.



Gift Administration

6. To maintain department digital filing in relation to gift processing, i.e. donation forms and Gift Aid declaration forms, ensuring these are recorded accurately on Raiser's Edge NXT.
7. To improve gift processing practices by streamlining and automating where possible
8. To process invoices in a timely manner, ensuring payments are made according to set SLAs
9. To support the Database Officer with regular Gift Aid claims, producing the claim files where necessary.
10. To support Development Team members in creating and running income reports such as post-campaign/event analysis

Events Administration

11. To provide support for fundraising events including booking event venues, assisting with catering, equipment, displaying promotional materials, print and auction items, organising student and staff attendance, organising internal planning meetings and writing minutes.
12. To assist the Senior Development Manager (Trust) with administration of the event including invitations and RSVP process for fundraising events in the DARO team. In addition to ticketing, budgeting, risk assessments, promotion, entertainment, collateral and income reporting.
13. To handle all income generating event customer queries, bookings and supplier invoices, including processing and recording payments and purchase orders.
14. To assist the Development team as an events runner at various School performances, events and external functions outside normal working hours.

Other

15. 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.
16. 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.
17. To undertake any other duties that may reasonably be requested appropriate to the grade



Person Specification

Job Title: Development Administrator (Gifts & Events)

Department: Development & Alumni Relations Office, Advancement, Guildhall School of Music & Drama

Grade: B

Trent Position number: {19D0156/001}

DBS Criterion:

No DBS

Security Vetting Criterion:

No security vetting is required

Politically Restricted Post Criterion:

This post is *not* 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.

Professional Qualifications / Relevant Education & Training

1. GCSE English and Maths or equivalent (A)
2. A Levels or equivalent (A)

Experience Required

1. Strong customer-oriented approach and experience dealing with important donors and prospects or similar (A) (I)
2. Experience of working with Customer Relationship Management (CRM) databases in a fundraising environment (preferably Raiser's Edge/Raiser's Edge NXT) (A) (I)
3. Demonstrable experience in a similar position undertaking a range of administrative/event organisation support to a senior officer/professional team of staff. (A) (I)
4. Experience of using Raiser's Edge (A) (I)
5. Experience of invoice processing (A) (I)
6. Experience of providing briefings and reports related to gifts/income (A) (I)

Technical Skills & Knowledge

1. Knowledge of gift processing and events administration (A) (I)
2. Excellent verbal and communication skills with an ability to draft routine correspondence and communicate with a wide range of stakeholders (A) (I)
3. Ability to work accurately with numbers and analyse numerical data (A) (I)
4. Good IT proficiency including Outlook, Word, Excel and PowerPoint (A) (I)
5. Ability to organise and manage a competing deadline and a busy workload with high efficiency and strong attention to detail (A)(I)
6. Ability to handle sensitive and confidential information appropriately and with discretion (A) (I)



Other Relevant Information

1. Monday to Friday, 9.30 – 5.30pm
2. Evening work at events will be required for which time off in lieu may be available

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) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

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 **£31,120 - £34,180**, including Inner London Weighting, 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 – 5.30pm, being 35 hours per week excluding lunch breaks, Monday-Friday but the postholder 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. 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 months' notice 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.