

Development Services Administrator

Salary: £24,695 - £27,331 pa

Founded in 1882 the Royal College of Music has trained some of the most important figures in British and international music life, including composers such as Holst, Vaughan Williams and Britten; conductors such as Leopold Stokowski, Sir Colin Davis and Sir Roger Norrington; singers such as Dame Joan Sutherland, Sir Thomas Allen and Alfie Boe; instrumentalists such as James Galway, John Lill and Natalie Clein.

On 15 April 2015, the Royal College of Music (RCM), announced plans to transform its building in the heart of London's South Kensington. This is a key priority of an ambitious campaign, "More Music: Reimagining the RCM" which will seek support for its estates plans, scholarships and its community outreach.

The aim of this role is to deliver an efficient and conscientious fundraising administrative and support service to RCM's Development and Alumni Engagement team as well as volunteers and supporters.

You will possess highly developed organisational skills, be methodical with excellent attention to detail. Confident communication and interpersonal skills with the ability to communicate at all levels with tact and diplomacy will also be required.

This is an exciting time to be joining the Development and Alumni team at the College as they embark on this ground breaking campaign.

Applications should be in the form of a CV and cover letter or supporting statement addressing the requirements of the job description and person specification. CVs submitted without a cover letter will not be considered. For further details of how to apply see the RCM website at www.rcm.ac.uk

Closing date for receipt of applications is **9am on Thursday 10 December 2015.**

Interviews will be held between **14 – 16 December 2015.**

The Royal College of Music is an equal opportunities employer.

Royal College of Music
DEVELOPMENT & ALUMNI ENGAGEMENT
DEVELOPMENT SERVICES ADMINISTRATOR
JOB DESCRIPTION

Post Title	Development Services Administrator
Grade	5
Responsible to	Research and Prospect Officer
Responsible for	n/a
Liases with	<p>Internal: Director of Development and Alumni Engagement, Development Managers, Major Gifts, Alumni and Donor Engagement, Development and Alumni Engagement team, Finance Department, Faculty, IT Department, Marketing and Communications, RCM Box Office, RCM Students</p> <p>External: Alumni, Supporters, Blackbaud, Caterers/Imperial College and others, Suppliers, CASE, Other similar higher education institutions</p>

OVERALL PURPOSE OF JOB

To administer efficient systems and activities including gift and grant reporting, gift and grant possessing, prospect research, prospect management, budgeting, scholarships ,event support, and proposal & reporting support. The aim of this role is to provide excellent service support to the Development and Alumni Engagement Team to deliver an efficient and conscientious fundraising administrative and support service to RCM’s Development and Alumni Engagement team as well as volunteers and supporters.

To act as the first point of contact for incoming fundraising enquiries and activities and to assist with all activities which help to raise funds (including the preparation of proposals and reports, audio-visual materials, appeals, events, accurate record-keeping etc.)

MAIN DUTIES AND RESPONSIBILITIES

Information Management and Finance:

- To respond to all fundraising enquiries, requests and gifts received in a prompt, efficient and thoughtful manner within agreed timescales
- To thank donors for their gifts appropriately, efficiently, within agreed timescales and in a personal manner

- To enter data onto our Raiser's Edge database and maintain accurate records of donations, donors' personal information, reports sent and any other data relating to fundraising (both electronic and paper)
- To maintain codes and action plans on RE – ensure that system is used to best practice i.e. proposals, actions and assigned canvassers
- To check the data input of others for accuracy
- To provide accurate and up-to-date lists of donors from the Raiser's Edge for use in RCM publications, and to maintain an accurate, up-to-date list of donors on the RCM's website
- To identify and research funding opportunities as requested by the fundraising team and as directed by Research and Prospect Officer

Reporting:

- To provide weekly financial reports from the Raiser's Edge to Finance
- To provide monthly reports on metrics for DAR team and performance reports for HOD or DDAR
- To provide monthly campaign reporting to track campaign gifts to targets – for capital project, scholarship fund and other campaign projects.
- To be responsible for all gift processing and point of contact with Finance for reconciliation and reporting of gifts
- To collate information and materials as requested by fundraisers, volunteers and supporters
- To ensure departmental financial reporting is submitted in a timely manner, and to be the main liaison with Finance Department on gift reporting
- To co-ordinate and update the Support Us pages on the RCM website and in printed matter, in collaboration with other departmental colleagues responsible for their sections
- To represent Development on RCM's Events Marketing Group
- To co-ordinate and deliver (in part) the training of new and existing members of staff in the processes of the Raiser's Edge
- To ensure that the Raiser's Edge training materials and manuals are up-to-date and follow best practice
- To support the Research and Prospect Officer and Head of Alumni and Donor Engagement in the administration of the Raiser's Edge User Group and the Raiser's Edge Focus Group
- To deal with enquiries from internal and external sources

Communications:

- Reviewing and editing DAR copy Upbeat magazine and developing ideas to maximise readership across all alumni demographics;
- Corresponding with and managing requests to DAR;
- Provide administrative support for mailings and running mail merges as well as appeals

Fundraising:

- Assist the Head of Alumni and Donor Relations and the Director of Development and Alumni Engagement and other Development Office staff with activities relating to fundraising.

Best Practice Review:

- Periodically gift processing and data base management at other successful institutions and recommending to the HOD ideas to improve activities at RCM

Other:

- To set ambitious, specific and measureable KPI's and achieve annual targets as agreed with Research and Prospect Officer
- To represent RCM at external events

SPECIAL FACTORS

The nature of this role may necessitate some evening and weekend work

PERSON SPECIFICATION

Criteria	Description	Essential/Desirable	How it is to be tested
Qualifications	Educated to degree level or equivalent experience in an Arts or Customer Service or Higher Education Organisation – in administration or research	E	A
Experience	Experience of administration, finance or research	D	A/INT
Knowledge/Skills	Highly developed and demonstrable organisational skills; methodical; excellent attention to detail; able to prioritise and manage time well, and the ability to plan tasks and achieve deadlines	E	A/INT
	Highly developed and confident communication and interpersonal skills; the ability to communicate at all levels with tact and diplomacy	E	A/INT
	Excellent teamwork	E	A/INT
	Good working knowledge of the Raiser's Edge or similar Development CRM database	E	A/INT
	Good written, verbal and numerical skills	E	A/INT
Personal Attributes	Welcoming, helpful, friendly and professional manner	E	A/INT
	Commitment to high professional standards and a high level of "customer" care	E	A/INT
	Ability to maintain confidentiality where required	E	A/INT
	An appreciation of the arts and music, with a desire to immerse yourself in the work and culture of the Royal College of Music	E	A/INT
	Willingness and ability to travel and work outside normal office hours, including weekend and evening work	E	A/INT

	An understanding of the principles of Educational Alumni Relations and Fundraising	D	A/INT
	Committed to Continuing Professional Development (CPD)	E	A/INT

Key:

A=Application, INT=Interview

The Director of Development and Alumni Engagement or the Head of Donor and Alumni Engagement may amend the duties and responsibilities assigned to the post within the scope and level of the post.

The College is an Equal Opportunities employer. The College is a non-smoking environment.

Lily Harriss

Director of Development & Alumni Engagement

November 2015

Royal College of Music Development Services Administrator

Further particulars of the post

The College

The Royal College of Music provides specialised musical education and professional training at the highest international level for about 800 full-time students (undergraduate and postgraduate). Because of its worldwide reputation for excellence the College is an international community. Former students of the College hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs.

Development & Alumni Engagement

On 15 April 2015, the Royal College of Music (RCM), announced plans to transform its building in the heart of London's South Kensington. This is a key priority of an ambitious campaign, More Music: Reimagining the RCM which will seek support for its estates plans, scholarships and its community outreach.

To achieve the ambitious levels of funding required to turn this vision into a reality, the recently appointed Director of Development and Alumni Engagement has put in place a new team structure and robust development strategy. The aim is to bring Development & Alumni Engagement, at the RCM, to the same world class standard as its teaching. This will be achieved by forming a talented, skilled, motivated and committed fundraising team.

Staff

The College has over two hundred members of professorial (teaching) staff, the majority of whom are busy professionals, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.

Location

The College benefits from its particular location in South Kensington - one of the most attractive and interesting parts of Central London. The area is well-served by public transport; South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the main museums are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

The Post

The overall purpose of the Development Services Administrator is to administer efficient systems and activities including gift and grant reporting, gift and grant possessing, prospect research, prospect management, budgeting and event support, and proposal and reporting

support. The aim of this role is to provide excellent service support to the Development and Alumni Team Engagement in order to deliver an efficient and conscientious fundraising administrative and support service to RCM's Development and Alumni Engagement team as well as volunteers and supporters.

To act as the first point of contact for incoming fundraising enquiries and activities and to assist with all activities which help to raise funds (including the preparation of proposals and reports, audio-visual materials, appeals, events, accurate record-keeping etc.)

Availability

The post is available from early 2016.

Remuneration

Grade 5 (£24,695 - £27,331 per annum)

All appointments will normally be made at the bottom of the salary range.

Pension

The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk A contracting-out certificate is in force in respect of the scheme and arrangements exist for members to make additional voluntary contributions (AVCs).

Hours of work

Normal office hours at the College are from 9.30am to 5.30pm Monday to Friday. Variations in times and days are implicit in the nature of your appointment, over the course of a 35 hour official working week, and will include an element of evening and weekend work. You are officially entitled to a daily lunch break of one hour.

Paid leave entitlement

Six weeks holiday per annum, plus public holidays.

Season tickets

Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the College. The loan will be repayable by deduction from salary over the period of the duration of the season ticket or on leaving the employment of the College, if earlier.

Smoking policy

The College has a no smoking policy in its offices.

Lily Harriss
Director of Development & Alumni Engagement
November 2015