**APPLICATION PACK – INDIVIDUAL GIVING MANAGER**

Thank you for your interest in this role. You will find information about the role, the organisation and the person specification in the following pages. Before you submit your application, please read the information included here.

**1 APPLICATION PROCESS**

**Please use the online application form to apply.** A link to this form can be found on the jobs page of our website <https://royalcourttheatre.com/about/jobs/>

The online application form will ask for the following things:

* Your personal contact information.
* Your NI number and / or any work permit details.
* Some equal opportunities data (optional)
* Your responses to 3 questions.

**The 3 questions for this role will be:**

1. How would you describe the Royal Court to a potential supporter?
2. Why are you suited to this role? Please summarise your skills, knowledge and experience to demonstrate how you meet the essential criteria in the person specification.
3. Tell us about a membership or supporters’ scheme that particularly inspires you and why you think it’s successful; this can be in the arts or commercial sector.

**Please answer these questions within the Survey Monkey form. We are including them here so you have them for your reference, and in response to feedback from previous recruitment.**

**You will also be asked to upload your CV as a word document or pdf file.**

We will review all applicants’ responses to the 3 questions and score these against the essential knowledge, experience and skills in the person specification to achieve a shortlist of people we will then invite to interview.

Candidates who currently have a valid work permit allowing them to work in the UK for the duration of this contract are welcome to apply. Unfortunately, we are unable to consider applications for this role which would require us to obtain a certificate of sponsorship or permit to work in the UK.

Please let us know if you would like further information, support with access requirements or an informal chat about the role. You can also email us if you would like to submit your application in a different format or experience any difficulties with the Survey Monkey form.

You can contact us with any queries on [recruitment@royalcourttheatre.com](mailto:recruitment@royalcourttheatre.com)

**CLOSING DATE FOR APPLICATIONS: 10am WEDNESDAY 28 JULY 2021**

**2. INTERVIEWS**

First round Interviews will take place on **Wednesday 4 and Thursday 5 August 2021.**

The interview panel for the first round will be Vicki Grace (Development Director) and Charlotte Christesen (Deputy Development Manager).

There will be a second interview stage for some candidates, on **Wednesday 11 August.** The panel for this stage will be Vicki Grace, Charlotte Christesen and Lucy Davies (Executive Producer).

We will respond to all candidates within 2 weeks of the application deadline, regardless of whether they have been selected for interview or not.

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**3. ABOUT THE ROYAL COURT**

**Who We Are**

The definition of excellence at the Court is inextricably bound with radicalism and risk. Six decades of writer-led, pioneering theatre-making at the Court have proved that the work, even when critically challenging, is always game-changing. Influential and provocative, the writers of the world demand a Royal Court that is fearless, inspiring and diverse. We measure success by the noise we make and the reach of our work – in the people we represent and play to across the UK, in the corners of the world in which we agitate, and in the civic corridors within which we resonate.

**MISSION**

The Royal Court Theatre is the writers’ theatre.

It is the leading force in world theatre for vigorously cultivating writers - undiscovered, new, and established.

Through the writers we are at the forefront of creating restless, alert, provocative theatre about now.

The uniqueness of our environment enables writers to ask questions we don’t yet know need to be asked in ways we cannot yet imagine, inspiring audiences and influencing future writers.

Through the writers we strive to constantly reinvent the theatre ecology. We seek to find, cultivate, and create tomorrow’s major writers and the classic plays of the future.

We seek stories from everywhere and create theatre for everyone, and we see our audience as one of our chief collaborators.

We invite and enable conversation and debate, allowing our writers and their ideas to reach and resonate beyond the stage, and the public to share in the thinking.

We believe the Royal Court is one of the most important theatres in the world.

**VALUES**

ACUTE + RESTLESS

We’re driven by the need to unsettle pre-conceived ideas of theatre, applying intuition and acute intelligence to every script. We involve our audience in questions about what theatre could be and how it shapes our world. We want to make theatre history now.

INTELLECT + DEMOCRACY

We’re unflinching in our intellectual bite and the stringency of our thinking.

We want to shatter the illusion that ideas are for the few, throwing open the best thinking and critical debate to a broad audience.

EMPATHY + DISRUPTION

We can’t act alone. Together, we listen, respond and adapt, offering a sustaining and vital playground for experiment and ideas. We’re bold and flexible, embracing positive disruption and the unpredictable.

The Royal Court is committed to fostering an inclusive, socially just culture in which everyone feels they belong. We are an equal opportunities and disability confident employer. We seek a representative workforce for our city and we warmly welcome and commit to interview applicants with protected characteristics who meet the criteria for this role.

**OUR WORK**

The Royal Court is the home of the English Stage Company Limited (ESC) and is the UK’s leading theatre dedicated to new writing. Up to 20 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court’s home on Sloane Square. Over 120,000 people visit the Royal Court every year and many more see our work offsite, online, in the West End, globally and on tour. Our unique sector-leading activity is the play development work which takes place year-round including an ongoing programme of Writers Groups for around 100 writers a year.

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**4. ABOUT THIS ROLE**

**Job Title: INDIVIUDAL GIVING MANAGER**

**Line Manager: DEPUTY DEVELOPMENT DIRECTOR**

The Individual Giving Manager is a key role in the Development team and will work closely with the Deputy Development Director, Development Director, Grants & Partnerships Manager, Development Officer, Communications team, Participation and Literary teams, and Development Council members.

The role will be responsible for securing new income from individuals as well as managing existing relationships with supporters. Working closely with the Deputy Development Director, the Individual

Giving Manager will develop and implement a clear and innovative strategy to grow income from the Royal Court’s individual giving schemes including the Supporters Circles and Support the Court annual fund as part of the Development team’s ambitious fundraising strategy.

**RESPONSIBILITIES:**

**Supporters’ Circles**

* With the Deputy Development Director, devise and implement the Supporters’ Circles strategy to retain current supporters and encourage prospects to join, ensuring income targets are met.
* Be responsible for managing the Supporters’ Circles scheme currently from £250-£5,000 including the day-to-day running of it (renewal and thank you letters, e-newsletters, ticket bookings, event programmes, responding to general enquiries).
* Act as main point of contact for all individual supporters, building strong and enduring relationships.
* Work with the Development Officer and Deputy Development Director to plan and implement robust cultivation strategies, build a portfolio of prospects and identify existing supporters for upgrades.
* Work with other members of the development team, the Board and Development Council to identify prospects.
* In conjunction with the Deputy Development Director and Development Officer, plan a programme of attractive supporters’ events which fulfil supporters’ benefit requirements.
* Lead the delivery of the supporters’ events programme with support from the Development Officer.
* Plan, manage and attend cultivation events such as project visits, lunches and meetings.
* Ensure that all supporters are correctly credited for their support and ensure all listings of supporters in the theatre, online and in playtexts are up to date and accurate.
* With the Communications team, manage the delivery of the Friends scheme and maximise opportunities for upgrades to the Supporters’ Circles.

**Support the Court Fund**

* With the Deputy Development Director, devise and implement the Support the Court strategy.
* Be responsible for managing and delivering the Support the Court fund day to day activities.
* Maximise opportunities for generating income to the Support the Court fund online and in the building, including contactless donation points, Text to Donate and other donation platforms.
* Ensure the visibility of the Support the Court fund messaging online and in the building.

**Individual Giving**

* Keep up to date with giving trends and competitor research. Ensure the Supporters’ Circles scheme and Support the Court fund are fully compliant with HMRC legislation and GDPR at all times and that any changes to the schemes are effectively communicated internally and externally.
* Regularly update all individual giving print and information online to ensure a consistent well-presented message on needs and opportunities for support.
* Support the Deputy Development Director in the wider Individual Giving fundraising activities, including with major donors and the implementation of the legacy giving strategy.

**Financial Reporting and Administration**

* Oversee all recording and reporting responsibilities for the Supporters’ Circles, Support the Court fund and other individual giving donations.
* Ensure Gift Aid declarations are recorded and up to date and liaise with the Finance team to record all received Gift Aid income.
* Complete monthly financial reports for individual giving income (Supporters’ Circles, Friends, Support the Court Fund and other miscellaneous donations) and monitor against income targets, and flag any risk to pledged or planned income as necessary with the Deputy Development Director.
* With the Deputy Development Director, prepare quarterly financial income forecasts for individual giving income (Supporters’ Circles, Friends and Support the Court Fund) for the Development Director to share with Executive team and the Board.
* Carry out any administration associated with donations received through the Chapel & York US Foundation and non-UK based supporters.
* Manage and record all direct debit information on a monthly basis, communicating with supporters about their recurring donations and liaising with finance to process all income.
* Manage and record all income received via the company’s different fundraising tools such as Text to Donate and the contactless donation points in the building.

**Database Management: Spektrix**

* Maintain the department’s Spektrix database and lead on best practice protocols for data entry and upkeep.
* Liaise with the Communications team to ensure accurate and effective communication and efficient management of ticket bookings and donor records on Spektrix.
* Work with the Deputy Development Director and other team members to manage reporting from Spektrix ensuring necessary reports are built to the team’s specification and timely reports are generated in line with the team’s needs and reporting schedule.

**General**

* Play an active part in development, promotion and implementation of all company policies including anti-racism, anti-oppression, representation, access, environmental sustainability and health and safety
* Attend company and departmental meetings as required.
* Attend Royal Court productions, readings and other events when required.
* Attend Development Council meetings and lead discussions with fundraising volunteers about individual giving.
* Build and maintain networks with development colleagues in the arts sector.

This job description is a guide to the nature of the work required by the Individual Giving Manager and the post holder may be required to undertake other duties appropriate to the nature of the post as agreed with the Deputy Development Director.

1. **PERSON SPECIFICATION**

**Essential Knowledge and Experience**

* Understanding of the work and mission of the Royal Court and its position in the wider London, UK, and global theatre landscape.
* Knowledge of individual giving in a charity or arts context.
* Experience or understanding of the running and delivery of a supporters’ or members’ scheme which includes benefits.
* Understanding of the fundamentals of income generation in fundraising or other charity context.

**Essential Skills**

* Excellent communication skills both in writing and in person.
* Demonstrable ability to build and maintain relationships with stakeholders at all levels.
* Demonstrable ability to understand the mission and vision of the Royal Court and communicate it effectively and persuasively with a variety of stakeholders with a variety of perspectives.
* High attention to detail and accuracy.
* Excellent organisational skills including an ability to prioritise and work to tight deadlines.
* Ability to act on own initiative.
* Excellent team working.
* Demonstrable analytical, data management and numeracy skills.

1. **TERMS AND CONDITIONS**

Hours: 40 hours per week, usually 10am - 6pm Monday – Friday (1 hour lunch break)

Due to the nature of this role some evening and week end work will be required and you may be asked to work additional hours from time to time. A TOIL system is in place to balance unusual hours.

Contract: Full time permanent, subject to 6 months’ probationary period

Salary: £30,000 per annum

Annual Leave 20 days per annum, rising to 25 days per annum after 2 years’ service. Plus bank holidays

Location Primarily based at the Royal Court Theatre, with the possibility of some remote working.

**Pension:**

The Royal Court Theatre (RCT) offers a contributory Group Personal Pension Scheme for all permanent employees and an Auto Enrolment Scheme.

Employee contributions to the Group Personal Pension Scheme of between 2-5% will be matched by ESC.  The contribution from the RCT is dependent on the employee making a contribution. If you choose to pay your pension via salary sacrifice or exchange this will have an effect on the level of some statutory leave payments.

ESC has an auto enrolment pension scheme, through the People’s Pension, which currently operates at a contribution level of 5%: 3% from the employee and 2% from the employer.

**Other Benefits:**

* Complimentary tickets for preview performances, subject to availability and the Royal Court’s staff ticket policy.
* Interest free season ticket loan, cycle to work scheme, free life assurance
* Discount on meals and drinks in the Royal Courts bar and Kitchen.
* Discount on all purchases in the theatre’s Bookshop, subject to discount policy.