

# DEVELOPMENT OPERATIONS OFFICER

Development

Grade 6, Full time, Permanent contract

Job reference number: 405-23

## Applicant Information Pack

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### Closing date

9am Tuesday 3 October 2023

### Interview date

Monday 16 or Tuesday 17 October 2023

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## Job Description

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|------------------------|--|
| <b>Job title</b>       | Development Operations Officer   |
| <b>Department</b>      | Development Operations   |
| <b>Grade</b>           | 6  |
| <b>Hours of work</b>   | Full Time (1FTE)   |
| <b>Contract type</b>   | Permanent  |
| <b>Responsible to</b>  | Head of Development Operations   |
| <b>Responsible for</b> | n/a  |
| <b>Liaises with</b>    | <b>Internal</b><br>Director of Development, Head of Development, Head of Philanthropy, Development team, Marketing and Communications team, Front of House team, Estates and Facilities Teams, students<br><b>External</b><br>Friends, supporters, prospective supporters, suppliers   |
| <b>Job overview</b>    | <p>The Royal College of Music (RCM) Development team raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission.</p> <p>The Development Operations team supports all aspects of fundraising and this role plays a key part in delivering</p> <ol style="list-style-type: none"><li>1. Consistent stewardship for donors</li><li>2. Engaging regular communications, both electronic and in print, in collaboration with the Marketing and Communications team</li><li>3. A cost-effective Friends membership programme</li><li>4. Accessible Visitor Giving opportunities</li></ol> |

## Key Responsibilities

These include:

- Work with the Head of Operations and Development colleagues to oversee donor recognition materials, and relationships with relevant suppliers and stakeholders. This includes ensuring sound processes are in place for gift acknowledgement and that Raiser's Edge credit lines are up to date. It also requires effective review and dissemination of supporter lists, including collating and analysing supporter information with the Development team to provide lists for the Annual Review, Upbeat magazine and other communications.
- Work with the Development team and Head of Operations to produce stewardship communications, including the Annual Review and oversee the stewardship mailings such as Supporter Newsletters, Upbeat Magazine, Events Guides, and Annual Reports.
- Work with Development team to produce gift agreements; ensuring gift agreements are accurate and we are meeting our obligations to our supporters.
- Ensure donors are appropriately thanked, and that we meet reporting requirements. This includes working with other RCM departments (such as Sparks, Junior Department and the Museum) to collect information and collate it into a usable format for Development relationship managers to demonstrate the impact of donations.

- Oversee the Friends scheme of approximately 300 Friends, by working with colleagues within the wider Development team to manage all communications, including renewal and bulk mailings, and be the point of contact for all RCM Friends enquiries received by phone, post, email, in person or through online social media.
- With Marketing and Communications colleagues, devise and oversee all marketing and promotional activity for Friends including specific print material and coverage in Upbeat and other RCM publications, and delivery of contractual benefits including priority booking.
- Work with Events colleagues on the coordination of Friends events.
- With the Head of Development Operations and Marketing and Communications Manager, devise and monitor promotional material to encourage visitor giving.
- Maintain and ensure the integrity of membership data on the RCM's CRM system (Raiser's Edge) in line with GDPR.
- Report on and analyse Friends activity and visitor giving data (GoodBox, DotMailer, Spektrix), monitoring visitor giving trends, and communication channels to deepen audience relationships and build high-engagement supporter journeys.
- Liaise with relevant departments like Marcomms, Performance & Programming, Front of House, Box Office, Facilities, Estates and Security to ensure a good RCM visitor experience.

## Other

- Undertake other activities that may be required by the Head of Development Operations or Director of Development.
- To represent the RCM at external events, including relevant networking groups.

## Special Factors

- The nature of this role may necessitate some evening and weekend work for which time in lieu will be given.

## Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

| Criteria                                  | Description   | Essential / Desirable | How Criteria Are Tested |
|---|---|-----------------------|-------------------------|
| <b>Qualifications</b>                     | Educated to degree level or equivalent experience in an Arts, Customer Service or Higher Education organisation                   | Desirable             | AF, INT                 |
| <b>Experience, Skills &amp; Knowledge</b> | Experience of working within a fundraising or marketing environment   | Essential             | AF, INT                 |
|   | Experience of using the Raiser's Edge or similar Development CRM database   | Desirable             | AF, INT                 |
|   | Excellent oral and written communication skills   | Essential             | AF, INT                 |
|   | Ability to organise and manage a diverse range of assignments and projects with high efficiency and excellent attention to detail | Essential             | AF, INT                 |

|                            |  |           |         |
|----------------------------|--|-----------|---------|
|                            | Proven track record of planning and taking responsibility for project work including managing deadlines successfully and working effectively as part of a wider team | Essential | AF, INT |
|                            | High standard of IT skills, including Microsoft Word and Excel   | Essential | AF, INT |
|                            | Experience of building effective working relationships with internal and external stakeholders   | Desirable | AF, INT |
|                            | Experience in at least one of the following functions: running a membership scheme, delivering complex donor stewardship, building a visitor giving programme        | Essential | AF, INT |
| <b>Personal Attributes</b> | Proactive in anticipating and seeking out information related to the immediate priorities of the development office  | Essential | AF, INT |
|                            | Ability to act with tact and discretion in dealing with sensitive information and maintain confidentiality where required  | Essential | AF, 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                                       | Essential | AF, INT |
|                            | A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.            | Essential | AF, INT |
|                            | Willingness and ability to work outside normal office hours, including occasional weekend and evening work   | Essential | AF, INT |
|                            | Familiarity and appreciation of the mission, purpose and values of a university and arts setting and more particularly music education                               | Desirable | AF, INT |

AF = Application Form    INT = Interview    ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Head of Development Operations within the scope and level of the post.

## Terms & Conditions

|                      |  |                   |
|----------------------|--|-------------------|
| <b>Availability</b>  | The post is available from October 2023 and the postholder should ideally be available to start as early as possible.  |                   |
| <b>Contract type</b> | Permanent  |                   |
| <b>Hours of work</b> | This role is offered on a full time (1FTE) basis.<br><br>Full time hours at the RCM are 35 hours per week and normal office working hours are 9.30am-5.30pm (with a one hour lunch break), Monday to Friday. |                   |
| <b>Salary</b>        | RCM Pay Scale Grade 6, incremental points 20 – 24:   |                   |
|                      | Spine points   | Full-time salary* |
|                      | 20   | £32,378           |
|                      | 21   | £33,154           |
|                      | 22   | £33,999           |

23                    £34,882  
24                    £35,789

\*inclusive of London Weighting allowance

Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.

Payday is the 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.

|                      |  |
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| <b>Work permit</b>   | All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.<br>This is not a role for which the RCM will act as a sponsor for a visa application.  |
| <b>DBS check</b>     | Not applicable for this post.  |
| <b>Probation</b>     | The post has a six months' probationary period.  |
| <b>Notice period</b> | The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.  |
| <b>Pension</b>       | The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: <a href="http://www.uss.co.uk">www.uss.co.uk</a> . Arrangements exist for members to make additional voluntary contributions (AVCs). |
| <b>Annual leave</b>  | Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.<br><br>The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.                |

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## Staff Benefits

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| <b>Travel</b>                        | 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 RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.<br><br>We also offer a tax-free bicycle loan under a similar repayment scheme. |
| <b>Events</b>                        | There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.  |
| <b>Eye tests &amp; hearing tests</b> | The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.  |

**Employee Assistance Programme**

All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.

**Professional Development**

The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

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## About Us

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**The College**

Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked as the global top institution for Performing Arts in the 2023 & 2022 QS World University Rankings by subject.

**Staff**

The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, 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 RCM 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 renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, 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.

**Department**

The Royal College of Music (RCM) Development team raises significant funds each year from individuals, companies, charitable trusts and foundations, to support the RCM in its educational and artistic mission. As part of our fundraising activities, the RCM Development team secures almost £2M towards student scholarships annually, as well as philanthropic support for our outreach, access and performance programmes.

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## How to Apply

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To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format to [recruitment@rcm.ac.uk](mailto:recruitment@rcm.ac.uk)

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

**Closing date**                    **9am Tuesday 3 October 2023**

Applications received after the stated closing date will not be considered.

**Interview date**                **Monday 16 or Tuesday 17 October 2023**

With some roles at the RCM second interviews may take place. Shortlisted candidates will be notified in due course.

There will be a test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on; [recruitment@rcm.ac.uk](mailto:recruitment@rcm.ac.uk). If you need to receive this documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

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

Danielle Carroll  
Head of Development Operations  
September 2023

