

Job Description

Core job information

Job Title	Development Officer		
Fulltime / part time	Full time	Appointment period	12 months (with possibility of extension)
Reports to (job title)	Museum Manager	Place of work	The Charterhouse

Job Purpose

To work with the Museum Manager to support the charity's development efforts with a focus on building and maintaining a donor constituency of Friends for the Charity.

Knowledge, Skills & Experience *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Graduate calibre (or equivalent experience)	Essential
Experience	Administration	Desirable
	Database use	Essential
	Research	Essential
	Communications	Essential
Knowledge, skills & abilities	Strong interest in the heritage and/or care sector	Essential
	Numerate, able to manage workload and juggle conflicting priorities	Essential
	Able to work unsupervised and as a team member	Essential
	Good spoken and written English and ability to adapt writing style for different audiences	Essential
	Ability to input and manage data accurately showing attention to detail	Essential
	At least two years' database experience and proficient in use of Excel	Essential
	Event management	Desirable
	Confident in managing online video tools such as Zoom, Teams etc.	Essential
	Ability to write and produce social media posts	Essential

Attitude & disposition	Willingness to develop existing skills and learn new ones. Good emotional intelligence, empathetic and ability to communicate with people. Positive, pro-active, inquisitive, can-do attitude.	Essential
Other circumstances	Be prepared to work flexible hours (the post holder will on occasion be required to work during evenings and weekends)	Essential

Main Duties and Responsibilities of the Role

Friends' Support

- Administer and promote the Friends' schemes at all levels and most particularly on renewals, membership cards and data entry (see below)
- Responsible for communications with the Friends of the Charterhouse, including the quarterly newsletter, administer the room booking offer and prepare contributions to reports for committee meetings
- Administer and host stakeholder and Friends' Events, including Event planning (set-up sheets, liaison with kitchen etc.)

Database maintenance

- Review all entries in the Raiser's Edge database to ensure correct and follows agreed protocols. Maintaining the quality of data, extracting and producing reports.
- Review all entries in the database to ensure that gifts are logged. Liaising with the Finance team as appropriate.
- With the Museums and Learning Manager ensure that all entries on the database are correctly categorised
- Add new people to the database (from the Master's EA, Head of Events and other members of staff)
- Work to ensure the Charterhouse Friends, and other initiatives are fully supported, records maintained and commitments fulfilled

General administration

- Assist the team in diary management and arranging meetings as required
- Research potential supporters, donors and stakeholders for the Charterhouse (when time permits)
- Assist with the administration of National Heritage Lottery Fund and other grants received
- Assist with the financial administration and with liaison with the Finance Team where appropriate
- First point of contact via telephone & dealing with enquiries with regards to Friends and donors

Business Development and Engagement

- Support the promotion of the charities fundraising efforts, museum and public engagement activities and the corporate and commercial hire business development work.
- Assisting those teams, supporting events, communications and undertaking research.

Working Environment (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Your place of Employment will be at Charterhouse or any location as reasonably required from time to time.

Freedom to Act & Decision Making (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

To act under the direction of their line manager. The post holder will be required to make decisions in line with office strategies and work plans.

Communication & Networking (*liaison with others, type and level of communications*)

The postholder will be expected to represent the department to Senior Management, governors, donors and potential donors, staff and Brothers of Charterhouse. The post holder will be expected to communicate both orally and in writing with a range of people.

Finance/Resource Management (*budgeting, forecasting*)

Knowledge of budgets desirable.