

Job Description

Job Title: Development Assistant
Department: Barbican Development Department
Grade: B
Location: Barbican, Silk Street, London, EC2Y 8DS
Responsible to: Development Manager, Operations
Responsible for: N/A

About the Barbican

The Barbican is an international arts, conference and learning organisation in the heart of the City of London.

Across its theatres, concert halls, cinemas, galleries, business venues, public and community spaces, the Barbican showcases the most exciting artists and performers from around the world, pushing traditional artistic boundaries and helping us understand our lives in new and unexpected ways. Each year, the Centre presents hundreds of different performances, events and exhibitions that entertain and inspire millions of people, create connections, provoke debate, and reflect the world we live in.

Firmly rooted in its neighbourhood, the Barbican collaborates on projects with local communities, and supports young people and emerging talent to develop their artistic practice and access jobs in the creative industry.

Fundraising at the Barbican

The Development department is responsible for securing revenue from a variety of sources including donations, grants, patronage, sponsorship and corporate memberships. This is used to support an inspiring programme of artistic events, learning activities and community work.

The Development Operations team (currently comprised of Development Manager, Operations, Development Officer, Operations, and the Writer & Research Officer) is part of the Barbican Development Department, and supports the Centres goals in these key areas:

- Supporter database (Spektrix) management
- Prospect research, due diligence and pipeline management
- Audience Giving fundraising
- Charity governance
- Office management
- Reporting and insight, and
- Data governance and compliance.

Purpose of Post

This operational support underpins the success of the Development team and plays an important role in supporting growth and success of an ambitious fundraising team.

This position plays a vital role in assisting in the delivery of efficient administration for the Development team, the highest standard of donor relations and event support. The post holder

will work closely with the Development team and provide donor and event-related administrative support for fundraising programmes across the department. The ideal candidate will have a good organisational and communication skills and a creative mindset. They will have some experience of using database (preferably Spektrix), have strong IT skills, and will be excited to learn and develop within a fundraising team.

They will work to deliver a wide range of high-level administrative tasks including extensive diary management, communication handling, preparing organisational documents, systems administration, and departmental event delivery.

Main Duties & Responsibilities

1. To provide efficient administrative support and assistance to the Director of Development, Corporate, Philanthropy and Operations teams.
2. Diary management for the Director of Development, Head of Corporate Partnerships & Head of Philanthropy (senior management team). Prioritising and rearranging entries to support them in making the best use of their availability and maximise efficiency.
3. To act as the first point of contact for all departmental e-mail and telephone enquiries, which includes drafting written responses and fielding enquiries in a timely and appropriate manner.
4. To assist with arrangements for external and internal meetings and events for the Development team. This will include (but not limited to) booking venues/rooms, administering booking arrangements, overseeing group emails, managing arrangements for guests, agenda planning, organising papers, preparing presentations, arranging speaker attendance and minute taking with responsibility for actions.
5. Assist the Development Manager, Operations with administration of the Barbican Centre Trust.
6. Administration of organisational documents including drafting, editing and proof reading of reports/presentations and internal and external publications.
7. General office administration such as ordering and stocking office supplies, orders, maintenance requests, photocopying, updating and maintaining databases, greeting visitors, and basic office needs.
8. Support the team with using the audience ticketing system to source tickets for events and process requests. Assist with managing the department's performance ticket holds and processing supporter ticket requests.
9. Support the Operations team with the administration of donations including donations processing, grants and payments to the Barbican Centre and Barbican Centre Trust, and monitor payments into each. Support gift and grant administration, and support preparation of accurate gift and income reports for financial management and Trust meetings.
10. Maintain accurate records of supporters and potential supporters including contact information and preferences, gifts and correspondence, seating preferences and any

special requirements using the donor database. Assist with data integrity by regularly reviewing and updating records.

11. Assist with the administration of accreditation systems to process and acknowledge gifts, and assist with the gift stewardship, crediting, and donor list proofing. Liaising with internal stakeholders to ensure all accreditation is delivered accurately.
12. Assist with financial administration for the department. Log and process invoices and support expenditure budgeting and reporting using the in house procurement system (CBIS). Process and monitor expenditure for the department including credit card expenditure.
13. Work across the Development department to assist the logistical delivery of a programme of events including stewardship and cultivation events, dinners, and corporate events with the objective of engaging and inspiring supporters, partners, and stakeholders. Including booking event spaces, catering, designing and sending invitations etc.
14. Use the Barbican's bespoke event management system to support the department's events programme by data entry and by contributing to event design, set up and delivery.
15. Compile and maintain guest lists, process and report on RSVPs, and compile event briefings on guests, as requested. Liaise with other departments, as required, on guest lists speech notes and event arrangements.
16. Liaise with the relevant departments to coordinate matters in respect of health and safety (including risk assessment), licensing and fire regulations are adhered to for events, and have a good knowledge of these regulations.

Other

1. Actively seek to promote the Barbican brand, values and experience.
2. Take an active role in the Development department by contributing to wider team plans. Share information, and contribute to improvements in procedures and working practices. Help maintain department's shared drive of documents and reference materials.
3. Respect confidentiality and ensure administrative processes and the Fundraising Codes of Practice are consistently applied.
4. 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.
5. 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.
6. Undertake other duties that may reasonably be requested and appropriate to the role.

Person Specification

Job Title: Development Assistant

Department: Barbican Development Department

Grade: B

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.

Experience Required

Essential

1. Experience of providing admin or PA support (a), (I)
2. Experience of complex diary management (A), (I)
3. Previous administration experience to include duties such as maintaining records and databases, templates and information, financial processing, drafting correspondence and undertaking basic research, or ability to demonstrate transferable skills. (a) (i)
4. Previous administrative and office experience, preferably in a team support capacity with an interest in arts, culture and education. (A), (I)
5. Experience in creating, maintaining, and improving effective office systems.(A), (I)
6. A proven self-starter with the ability to work autonomously and independently, with the initiative to make decisions and problem solve. (I)
7. Strong organisational skills with a proven ability to prioritise and meet tight deadlines effectively.(A), (I)
8. Proven communication skills with an excellent level of written English, with the ability to draft complex correspondence. (A), (I)
9. Good level of spoken English with a professional telephone manner in order to talk to a wide range of contacts including patrons and donors. (I)
10. Excellent interpersonal skills with the ability to confidently liaise with colleagues and external partners, including high profile contacts, and to handle issues insightfully exercising discretion, sensitivity, diplomacy and confidentiality. (A), (I)
11. Experience dealing with a range of individuals while maintaining good customer service (A)
12. A flexible, collaborative approach and ability to work on multiple projects and meet deadlines
13. Experience dealing with confidential information and acting with discretion

Desirable

14. Experience of Spektrix or other CRM database experience
15. Experience supporting delivery of events
16. A demonstrable interest in the arts

Technical Skills & Knowledge

1. Excellent Microsoft Office skills, including Word, Excel, PowerPoint and Outlook
2. Excellent written and numeracy skills.

Other Relevant Information

- 35 hours per week. Typical working hours are 9:30 am – 5:30 pm.

- There are frequent commitments outside of normal office hours. Attendance will be required at breakfast meetings, evening events and performances, and occasional weekend events. These are generally planned well in advance. TOIL will be taken at the line manager's discretion.

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.

Contract

The position is offered on a permanent basis.

Salary

The salary range for this job is £30,180 - £33,120 per annum 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.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

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.

Hours of Work

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder 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 plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

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 month 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.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

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

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.

barbican

We are London's
Creative Catalyst
for arts, curiosity
and enterprise



We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

We are the place to be in this Destination City, where everyone is welcome. Our impact is felt far outside our walls and ripples beyond the experiences we offer – locally, nationally and internationally.

barbican.org.uk/values

