



the Charterhouse

Job title	Development Administrator
Working hours	Full-time - 35 hours per week
Salary	£24,000 – 27,000 per annum + Membership of the Chartered Institute of Fundraising
Location	The Charterhouse, Charterhouse Square, London, EC1M 6AN
Duration	Permanent
Reports to	Director of Operations
Job Purpose	The Development Officer is tasked with maintaining all elements of the Friends' programme operated by the Charity, including membership administration, planning and delivery of an events calendar, drafting and coordinating regular communications, and liaising with other internal departments to ensure a joined-up approach to stakeholder management. In addition, the Development Officer will support the execution and management of grant applications and grant funded projects, ensuring accurate administration and project delivery.
Role description	The Development Officer works closely with the Director of Operations and colleagues in public engagement to manage and grow the Friends' supporter programme, ensuring regular engagement with Friends to maximise development opportunities, and to support the wider aspiration of the Charity to grow fundraising. The postholder will be expected to represent the department to senior management, governors, donors and potential donors, and internal and external stakeholders.
Person Specification	Essential <ul style="list-style-type: none">• Two years' experience in a similar role looking after customers/donors and/or Friends• Good spoken and excellent written English, with the ability to adapt writing style for different audiences• Numerate, able to manage workload and juggle conflicting priorities• Fully computer literate in Word, Excel and Outlook, including the ability to produce reports• Experience of planning and managing donor support events - guestlists, catering, staffing, event on-day setup/cleardown• The ability to input and manage data accurately, demonstrating close attention to detail• The ability to work unsupervised and as a team member

	<ul style="list-style-type: none"> • The ability to write and produce social media content. <p>Desirable</p> <ul style="list-style-type: none"> • Significant experience of use of Raiser’s Edge • Experience in budget management • Strong interest in the heritage and/or care sector • Confident public speaker – experience of delivering development tours and messaging face-to-face.
Key Results Areas	<p>Friends’ Programme Administration and Development</p> <ul style="list-style-type: none"> • To take the lead in managing and developing the Friends’ programme • To administer and promote the Friends’ programme at all levels, particularly on renewals, membership, and data entry • To be responsible for communications with the Friends of the Charterhouse, including the production of newsletters, administration of the guestroom bookings, and preparation of reports for committee meetings • To administer and host stakeholder and Friends’ events, including all elements of event planning • To be the first point of contact for any enquiries relating to the Friends’ programme. <p>Database Management and Maintenance</p> <ul style="list-style-type: none"> • To manage the Charity’s supporter and stakeholder database (currently Raiser’s Edge) and develop protocols for accurate and consistent data recording • To log all donations in the database and to maintain accurate data entry and utilise the database to extract specific data for reporting purposes • To maximise use of the database’s functionality to support the Charity’s fundraising priorities • To ensure that the Friends and other development initiatives are supported fully, records maintained, and commitments fulfilled. <p>General Development and Engagement</p> <ul style="list-style-type: none"> • To support the promotion of the Charity’s fundraising efforts and public engagement activities, working with colleagues to maximise development opportunities • To maintain a list of projects across the Charterhouse that could attract external funding • To research potential sources of supporters, including from trusts and foundations, donors, and stakeholders • Administration of any grants, to include National Lottery Heritage Fund grant drawdown requests • To liaise regularly with the finance team to assist with financial administration relating to income from donations, grants, and membership payments.
Other considerations	To demonstrate a “can do” flexible approach to undertake such other duties as agreed with the Director of Operations, commensurate with the level and scope of the post, that may be necessary from time to

	<p>time. The ability and willingness to work out of normal working hours on occasions such as evening events.</p> <p>To nurture working relationships with key stakeholders including residents of the Charterhouse almshouse, governors and locals and to demonstrate effective team working with other departments including finance, communications, museum, venue hire, and facilities.</p> <p>The Charterhouse is a 7 day a week operation and it regularly hosts events outside of its core hours; flexibility to work occasional weekends and out-of-hours is therefore a requirement of the role.</p>
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