

JOB DESCRIPTION

JOB TITLE	Development Officer (Operations)
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Development Manager
GRADE AND SALARY	<p>Grade 3</p> <p>£30,068 - £33,842</p> <p>Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range.</p>
HOURS OF WORK	35 hours per week (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS INTERNAL	<p>Development Manager/Director of Development</p> <p>Development Team members</p> <p>Finance Department</p> <p>Marketing and Communications Team</p>
EXTERNAL	Alumni, donors, prospects, Blackbaud, HMRC
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months.
BENEFITS	
(1) HOLIDAY ENTITLEMENT	<p>Generous annual leave of 28 days plus bank holidays</p> <p>(This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)</p>
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations.
(3) MATERNITY, PATERNITY AND ADOPTION PAY	Enhanced maternity, paternity and adoption pay will be made for eligible employees.
(4) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors.
(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems

	that could be affecting your home life or work life, health and general wellbeing. The EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
(6) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online and easy-to-access mental health support which is a free service.
(7) CYCLE-TO-WORK SCHEME	LAMDA offers a salary sacrifice cycle-to-work scheme.
(8) EYE TESTS	Sight test costs are reimbursed to employees who require VDU use.
(9) HYBRID WORKING	We expect a minimum of two days in the office.
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to a death-in-service benefit where the nominated beneficiary could receive approximately 4 x your annual salary payment if death occurs whilst in service.
(11) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket.
(12) REWARDS MARKETPLACE	You are eligible to join our rewards scheme through which you can take advantage of perks and discounts on 1000s of brands from a wide variety of categories.

JOB PURPOSE

The Development Officer will play a key role in ensuring the smooth running of LAMDA's Development function by maintaining accurate records, supporting fundraising operations and streamlining processes. They will oversee and develop the fundraising database to support income generation and alumni relations activity, ensure compliance with GDPR, and establish best practice in data management, reporting, and operational support.

DUTIES AND RESPONSIBILITIES

Database Support

- Be the lead Raiser's Edge user and provide support to the Director of Development and other team members as required
- Maintain and develop system documentation and user guides
- Collaborate with LAMDA colleagues and external partners on system upgrades and integrations

Data Analysis and Reporting

- Maintain and enhance data quality standards through regular audits with the support of the Development Manager and Blackbaud
- Import relevant data into Raiser's Edge on a regular basis including alumni and select Exams data

- Conduct data segmentation and analysis, and generate reports to support fundraising initiatives
- With the help of the relevant Development Manager, conduct research on donors and prospects, preparing briefing documents to support Development Team members
- Work with the Box Office Team to utilise Spektrix data for prospect identification, where appropriate

Financial Processing

- Process donations including standing orders and Direct Debits
- Process departmental expenditure (Credit Card reports, invoices and other expenses)
- Carry out monthly financial reconciliation in collaboration with the Finance Department
- Assist with Gift Aid claims processing

Compliance and Governance

- Ensure all database and data management practices comply with current Data Protection legislation, implementing protocols where necessary

Other

- Support the smooth delivery of Development operations, including managing shared Development and Alumni inboxes and ensuring enquiries are responded to and delegated appropriately
- Administrative support for the Director of Development

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	Keen database management skills Strong analytical and problem-solving abilities Excellent attention to detail Strong communication skills Project management skills Ability to manage multiple priorities	Experience in system integration	CV/Cover letter/ Interview
KNOWLEDGE	Understanding of CRM systems, preferably Raisers Edge	Understanding of Gift Aid regulations	CV/Cover letter/ Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	Basic understanding of fundraising processes Knowledge of GDPR and data protection law	Familiarity with Spektrix	
EXPERIENCE	Minimum 1 year's experience in maintaining or developing CRM systems Experience in financial processing Data analysis and reporting experience	Experience of data migration projects Experience of Gift Aid claims Fundraising database experience	CV/Cover letter/Interview
QUALIFICATIONS	Evidence of relevant qualifications, training or personal development		Certificates (if applicable)
QUALITIES	Proactive and able to work independently Team player Solutions-focused with a can-do attitude	Interest in drama education	CV/Cover letter/Interview

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree-awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of around 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during the spring and summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres – the 200-seat Sainsbury Theatre, the 120-seat Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

LAMDA alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.