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| **Role Title** | **Fundraising** |
| **Department** | Fundraising |
| **Team** | Fundraising |
| **Responsible To** | Development Manager |
| **Overall job purpose** | Providing administrative support to the fundraising department.  |
| **Key internal relationships** | Development Manager, Creative Learning Producer: Volunteering and Interpretation Learning, Volunteer Administrator and stakeholders |
| **What will you be doing:**  | * Preparing invites for sign off and ensuring they are delivered
* Creating guest lists and making sure any special requirements are noted
* Following up to ensure invitees have responded and reminder notices sent
* Ensuring that all gifts received are properly recorded in an accurate and timely manner
* Keeping up to date records of donors and personal information, in an appropriate manner that aids analysis and insight
* Maintaining paper records in a systematic and orderly way
* Keeping stakeholder information up to date and recording significant new developments as required
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| **Person Specification** | *Essential***Education / Qualifications / Memberships**N/A**Experience****•** Previous experience is desirable but not essential. Full training will be provided.**Skills and Knowledge*** Friendly and approachable when communicating whether in person, on the phone or via written correspondence
* Reliable and good time-keeping skills

Flexible approach to work, with a can do attitude* Creative and strategic thinker
* Excellent communication skills, with ability to communicate effectively and persuasively with a wide range of people and a wide range of situations
* Very good level of spoken and written English
* Very good written English
* Skilled in researching and analysing information
* Keen attention to detail
* Capable IT user, including proficiency in MS Office software such as Word, Excel and Powerpoint.
 | *Desirable** Previous experience of events would be a bonus but is not essential as full training will by provided.
* Understanding of Alexandra Palace Charitable Status & Aims
* Knowledge of the Theatre industry
* Knowledge of Alexandra Palace Theatre history
* Background or interest in sales/ customer experience
 |

General Obligations

1. **Health and Safety**

All volunteers have a duty to uphold the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

1. **Equality**

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

1. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

1. **GDPR**

To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

**Behavioural Competency Framework – Volunteers**

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| --- | --- | --- |
|  | **We Will** | **We Won’t** |
| We are **Collaborative** | * Look out for and support each other
* Help less experienced volunteers and employees
* Try to help customers and visitors who have challenges or complaints and take them to the right person
* Be flexible and support wherever needed
* Build relationships with all
 | * Say “no” when asked to help
* Cancel - except in extreme emergencies
* Let others down
* Be overly precious about what we do
* Work in isolation
 |
| We are **Bold** | * Actively provide feedback to the organisation
* Share our ideas and experience freely with all– what we do elsewhere that makes a difference
* Be open to new ideas and new ways of doing things
 | * Keep ideas for improvement to ourselves
* Act unenthusiastically
* Make assumptions and blinker creativity
* Have rigid opinions on how things should be done
* Dismiss the ideas of others
* Make the same mistakes
 |
| We are **Passionate & fun** | * Demonstrate enthusiasm and excitement all we do
* Spread the word about Ally Pally at every opportunity
* Praise colleagues for a job well done
* Be friendly and cheerful
* Bring energy and fun to the role
* Inspire others through our own self-motivation
 | * Ever say “I’m only a volunteer”
* Look bored and disinterested when volunteering
* Act in an unfriendly manner
* Give up when the going gets tough
 |
| We are **Resourceful** | * Demonstrate a can-do attitude and share ideas and solutions to problems
* Think outside the box
* Anticipate our customer’s and visitor’s needs
* Be reliable and deliver what is asked of us
* Deliver on our promises
 | * We won’t assume that someone else will do it
* Say it is someone else’s responsibility – we will take ownership
* Won’t be wasteful with time and resources
* Grumble & moan
 |
| We are **Open & Genuine** | * Show tolerance and patience with all
* Welcome new volunteers and share our knowledge and experience
* Work as equals and respect each other
* Arrange socials and lifts
* Acknowledge the experience of others when we don’t know something
* Put aside personal bias and judgments
 | * Judge other volunteers for their level of input
* Point score
* Act in a superior or bossy way
* Criticise others or Ally Pally in front of members of the public or other volunteers
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