



Job Description

Job Title: Development Coordinator

**Department: Development & Alumni Relations Office, Corporate Affairs,
Guildhall School of Music & Drama**

Grade: B

Location: Guildhall North Wing

Responsible to: Alumni Relations Manager

Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The main purpose of the role is to provide administrative and events support to the DARO team in their activity encompassing fundraising, alumni and supporter relations. The post-holder will also assist the Head of Development with diary management and administrative duties as required. As with every member of the team, the Development Coordinator will be committed to providing the highest level of service to external and internal stakeholders.

Key Relationships

- Alumni Relations Manager (Line Manager)
- Head of Development
- Wider Corporate Affairs team members (DARO and Marketing & Communications)
- External and internal stakeholders, such as donors, alumni, students, staff and senior volunteers

Main Duties & Responsibilities

Administrative Support

1. To act as first point of contact for donor, alumni and student queries to the department (phone, email inboxes and post) and to answer or forward queries appropriately.

2. To use the department database, Raiser's Edge, to log in a timely manner any correspondence, information, documents and meeting reports relating to constituents interacting with the department. To set up new data records and update key information on data records as required by senior members of the team.
3. To support the Development Officer in the administration of the School's Scholarship Programme by undertaking the department's correspondence with scholars and donors. This includes preparing letters to donors about their scholars, ensuring students produce thank you letters and end of year reports for their donors, and distributing these in consultation with Relationship Managers.
4. To support the Alumni Relations Manager with maintaining accurate information on the achievements and careers of the School's alumni community, collating information for use in the School prospectus, website and other promotional materials.
5. To support the Alumni Relations Manager in securing alumni contact information and consents to contact at graduation and at various points throughout the year.
6. To act as committee secretary to a variety of committees and working groups. This involves organising the meetings (as required), preparing agendas as directed, taking and distributing minutes, and ensuring that actions are followed up.
7. To assist the Head of Development with routine diary management, processing expenses and other administrative assistance as required.

Events

1. To provide general support for fundraising, alumni and supporter relations events including booking event venues, organising catering and working with the Designer & Brand Manager on the production of invitations and menus. To ensure all DARO events and meetings are logged in staff Outlook calendars as soon as dates are confirmed.
2. To set up, take down and co-ordinate logistics such as ticket and programme distribution to guests, liaison with suppliers and staff/student participants etc. for departmental events as required. This includes working at concerts and performances on regular weekday evenings and, on rare occasions, at weekends.
3. To administer the invitation and RSVP process for all fundraising events in the DARO team (in addition to ticket requests). This will include circulating guest lists for input, submitting the data request to pull postal and email data, drafting invites as directed and sending postal and email invitations when required.
4. To administer the donor/guest ticketing process for student performances on behalf of DARO, liaising with other departments and overseeing ticket requests, RSVPs etc. In the absence of live events, the post-holder will let supporters know when their students will be performing online.

Communications

1. To assist with compiling updates for the School's website, intranet, e-newsletters, social media channels and any other electronic communications relating to fundraising, alumni and supporter relations as directed. In particular, to refresh and update the 'Support Us' pages, including the DARO Team members page and references to team members throughout this section.
2. To ensure that fundraising literature is visible around the School's various buildings.
3. To assist the Development Officers in refreshing and updating the School's donor roll on a regular basis (as directed), ensuring that donor information is represented accurately across all School materials including performance programmes.
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. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title: Development Coordinator

Department: Development & Alumni Relations Office, Corporate Affairs, Guildhall School of Music & Drama

Grade: B

Trent Position number:

DBS Criterion:

Not required

Security Vetting Criterion:

No

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.

Professional Qualifications / Relevant Education & Training

1. Educated to GCSE level (or equivalent), including passes in English and Maths. (A)

Experience Required

(e.g. Budget Holding Experience if appropriate)

Experience – Essential

1. Providing administrative support in a professional environment. (A)
2. Handling email and telephone enquiries from a range of stakeholders. (A)
3. Working with databases or record-keeping systems (e.g. data entry, updating records). (A)

Experience – Desirable

4. Experience in a fundraising, alumni relations, arts, or education setting. (A)
5. Using CRM or fundraising databases, particularly Raiser's Edge. (A)
6. Liaising with external contacts, such as donors, alumni, or senior stakeholders. (A)
7. Producing or assisting with written communications such as letters, emails, newsletters, or website content. (T)
8. Working at events or performances, including evening or occasional weekend work. (I)
9. Supporting the planning or delivery of events (e.g. guest lists, logistics, venue or catering coordination). (I)
10. Using Microsoft Office, particularly Outlook, Word and Excel. (I)



Other Relevant Information

1. This role requires occasional evening and weekend working to support events.

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 £31,120 – £34,180 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 Holiday. 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.