

JOB DESCRIPTION

JOB TITLE	Development Officer (Operations)
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Development Manager
GRADE AND SALARY	Grade 3 £28,620 - £32,212 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
HOURS OF WORK	35 hours per week;(9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS INTERNAL	Development Manager/Director of Development Development Team members Finance Department Marketing and Communications Team Senior Leadership Team
EXTERNAL	Alumni, Donors, Prospects, Database software providers, External consultants, Gift Aid agencies, Fundraising platform providers
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(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	EAP is a confidential employee benefit designed to

PROGRAMME (EAP)	help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. 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 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 is reimbursed to employees who require VDU use
(9) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x 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 reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

The Development Officer will lead the implementation of LAMDA's new fundraising database system of Raiser's Edge, including data migration, system optimisation, and creation of comprehensive documentation. They will maintain and develop the CRM to support fundraising and alumni relations efforts, while ensuring compliance with data protection laws and establishing best practices for system usage.

DUTIES AND RESPONSIBILITIES

System Implementation and Management

- Lead the migration to the new CRM system, working closely with IT agency partners and Blackbaud
- Create comprehensive documentation and best practice guidelines for system usage
- Manage and optimise the CRM system, ensuring data integrity and GDPR compliance
- Collaborate with external partners on system upgrades and integrations
- Work with Box Office team to utilize Spektrix data for prospect identification

Data Analysis and Reporting

- Generate reports and conduct data analysis to support fundraising initiatives
- Implement data segmentation techniques for targeted campaigns
- Conduct research on donors and prospects, preparing briefing documents to support the Development team.
- Maintain data quality standards and conduct regular audits

Financial Processing

- Process donations and manage standing orders
- Support financial reconciliation with the Finance Department
- Assist with Gift Aid claims processing

Database Support

- Train team members on CRM system usage
- Provide ongoing technical support to database users
- Maintain system documentation and user guides

Compliance and Governance

- Ensure all database and data management practices comply with GDPR
- Implement and maintain data protection protocols
- Monitor data quality and security

Other

- Other duties as required to support the Development team's objectives

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.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Keen database management skills</p> <p>Strong analytical and problem-solving abilities</p> <p>Excellent attention to detail</p> <p>Strong communication skills</p> <p>Project management skills</p> <p>Ability to manage multiple priorities</p>	<p>Experience with system integration</p> <p>Understanding of how to use database tools to gather and analyse data effectively</p> <p>Experience connecting different software systems to make processes smoother and improve functionality</p>	CV/Cover letter/ Interview
KNOWLEDGE	<p>Understanding of CRM systems preferably Raisers Edge</p> <p>Basic understanding of fundraising processes</p> <p>Knowledge GDPR and data protection</p>	<p>Understanding of Gift Aid regulations</p> <p>Basic knowledge of database best practices</p> <p>Knowledge of Blackbaud products</p> <p>Familiarity with Spektrix</p>	CV/Cover letter/ Interview
EXPERIENCE	<p>Minimum 1 years' experience in maintaining or developing CRM systems</p> <p>Experience in financial processing</p> <p>Data analysis and reporting experience</p>	<p>Experience with data migration projects</p> <p>Background in statistics or related field</p> <p>Experience with Gift Aid claims</p> <p>Fundraising database experience</p>	CV/Cover letter/Interview
QUALIFICATIONS	<p>Degree in relevant field (e.g., Computer Science, Statistics, Business) OR equivalent experience</p>		Certificates (If applicable)
QUALITIES	<p>Proactive and able to work independently</p> <p>Excellent communication and interpersonal skills</p> <p>Team player</p> <p>Solutions focused</p>	<p>Interest in drama education</p>	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.

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 just under 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 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, 120-seat the 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.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

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.