



Membership and Philanthropy Officer Job Description and Person Specification

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| Role: | Membership and Philanthropy Officer |
| Location: | 6 Adam Street, London |
| Hours: | 5 days per week (35 hours), Monday to Friday, with a minimum of 3 days in the office with the team. Occasional evening and weekend working |
| Contract: | Full-time, permanent |
| Salary: | £35,000 pa |
| Responsible to: | Head of Development |
| Benefits: | 28 days' annual leave Enrolment onto company pension scheme, employer contribution of 8% Training and development opportunities |

Introduction to the Actors' Benevolent Fund

The Actors' Benevolent Fund (ABF) is a charity that supports actors and stage managers in times of need. Founded by Sir Henry Irving in 1882, the ABF has been carrying out its mission for over 140 years and counts the likes of Sir John Gielgud and Laurence Olivier as former Presidents. In 2023 the ABF spent over £2.1m on charitable support and exists as a beacon of support for the sometimes precarious life of working in the acting profession.

The ABF has a bold new ambition, 'Acting for Impact' to increase its reach and impact within the performing arts community, helping many more people and broadening the range of support to result in meaningful and sustainable change. It is an exciting time for the charity, with a vision to make a greater difference to a community dedicated to bringing so much meaning and inspiration to others. Underpinning this vision the ABF has an unwavering commitment to equality, diversity and inclusion as one of the fundamental principles of its new strategy.

Overall job purpose

The Membership and Philanthropy Officer is a new role created to manage the Membership and Friends of the ABF. This is an exciting opportunity to help grow the Membership and Friends who are vital to our ongoing work to support the creative community. The membership of the ABF is comprised of professional actors and stage managers.

The role sits within a small, passionate team and offers an exciting opportunity for a membership and fundraising professional with an interest in performing arts, theatre and the wider UK arts to join the ABF.

You will play a key role in ensuring that our Members, Friends and supporters receive the highest standards of customer care and communication at all levels. You will also help to identify ways in which we can enhance engagement and stewardship opportunities. This post offers the opportunity to develop your experience and understanding of membership scheme process and communications.

As a first point of contact, you will be courteous and welcoming of new and existing Members and supporters displaying an understanding of the creative community. You will work closely with the Head of Development and the Marketing and Engagement Team to grow the membership and philanthropic support from Friends and individuals.

Key relationships

| Internal | External |
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| <ul style="list-style-type: none"> • Head of Development • Marketing and Engagement Manager • Chief Executive Officer and members of the Leadership Team • Board of Trustees members • Finance • Grants and Service Team | <ul style="list-style-type: none"> • New and existing Members • New and existing individual supporters (Patrons and ABF Friends) • Industry professional contacts |

Key duties and responsibilities

- Manage the day-to-day delivery of the Membership and Friends schemes as a first point of contact for internal and external enquiries.
- Process Friends and Members applications and renewals with a focus on relationship building and excellent customer service.
- Understanding of multiple communication methods - including email, telephone and post - to members, supporters, and the wider enquiries.
- Support the processing of legacy gifts with compassion and sensitivity.
- Work closely with the Marketing and Engagement Team on communication and activities to recruit and retain members/donors.
- Support the ABF's 'Acting for Impact' strategy.
- Support the team to deliver a stewardship programme for Members and donors.
- Support the ABF's implementation of a CRM, overseeing proper ongoing use, maintaining accurate records and ensure ABF is compliant with GDPR.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated to reflect appropriate changes.

Person Specification

You will have experience of working in a similar role with knowledge of membership schemes.

| Knowledge and Experience | |
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| Essential | Desirable |
| Experience of working with membership and Individual Giving schemes | Experience of fundraising for the performing arts sector |
| Excellent communication skills, both written and verbal | Experience of event management and knowledge of fundraising events |
| A proactive and welcoming approach to building relationships with members/donors at all levels | Awareness of approaches to fundraising in the UK arts and cultural sector |
| A collaborative approach to team work | Awareness of ethical fundraising practices |

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| Knowledge of databases and how data can support improved donor targeting, cultivation and stewardship | |
| Financial literacy and understanding of budgets and forecasts | |

| Required Skills and Qualities |
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| Excellent attention to detail to process confidential and financial information |
| Ability to develop compelling written and verbal communications to both internal and external audiences |
| Willingness to work flexibly when required, including occasional evenings and weekends |
| Ability to work across functional boundaries and make valued contributions outside of your own area of responsibility |