



JOB DESCRIPTION

Job Title: Philanthropy Officer

Reports To: Senior Philanthropy Administration Manager

Context

The Royal Ballet and Opera leads the way in opera, ballet, music and dance, both live on stage and digitally through live-streaming and worldwide cinema screenings. We are home to The Royal Ballet, The Royal Opera, and the Orchestra of the Royal Opera House. We could not maintain this range of work or our digital presence without support from philanthropists, funders, members, business partners and sponsors.

This role plays a key part in the highly committed and successful Development and Advocacy Department, which generates over £46m revenue annually, plus additional capital funds, and secures the annual Arts Council England grant (currently £23.8m). The Department's revenue generation and advocacy to Government of the value of our creative sector, ensures the RBO can retain the best artists and crafts people, deliver our thriving National Schools' Programme, maintain our beautiful grade I listed building, deliver on our charitable mission, and continue to produce world class performances.

Main Purpose of the Job

- Owns and delivers defined administrative and stakeholder workstreams, taking responsibility for planning, coordination and completion of activity agreed with the Senior Philanthropy Administration Manager
- Take ownership of the administration and delivery of selected meetings, events and senior stakeholder activity, ensuring work is accurate, timely and delivered to RBO standards.
- Lead the administration and coordination for Royal Box Cultivation Evenings Board and Committee activity.
- Provide administrative support to the Associate Head of Philanthropy, including diary management, out-of-office liaison and support for donor portfolio activity and strategic initiatives.
- Support the Senior Philanthropy Administration Manager and provide effective cover for the Philanthropy Coordinator when required, helping to maintain continuity across core team operations.



Main Responsibilities

1. Team Administration and Coordination

- Handles complex or sensitive enquiries, monitors service standards of the shared Philanthropy Inbox, as well as responding to specific philanthropic initiatives.
- Prepare and issue ticket invoices, liaising with the Patrons and Finance teams as required.
- Produce and circulate the weekly schedule of donors visiting the House.
- Coordinate weekly Meet the Artist schedules and pre-performance backstage tours across the Development and Advocacy Department.
- Complete purchasing card reconciliations accurately and on time, and support agreed finance processes.
- Maintain the Philanthropic Engagement page of the RBO website.
- Support international donor tours by preparing schedules and marketing materials.
- Review, quality assure and approve content of quarterly Philanthropist Newsletters, ensuring accuracy consistency and high-quality content.
- Use appropriate digital and AI tools to identify process, documentation and accountability improvements

2. Event and Senior Stakeholder activity

- Take ownership of the administration and delivery of selected philanthropic initiatives and events, ensuring activity is accurately planned, coordinated and completed to RBO standards.
- Lead the administration and coordination of Royal Box Cultivation Evenings for the RBO Chair and the Chair of the RBO Development Committee, drafting invitations, monitoring responses and updating the database.
- Coordinate selected high-profile stakeholder activity, including the American Friends of Covent Garden annual UK tour.
- Lead the administration and coordination of the Annual Chief Executive's Lunch, drafting invitations, coordinating data with the Research Team and tracking responses.
- Maintain the Supporters' Calendar of Philanthropic Events and oversee activity is accurately recorded in the database.
- Attend events as required, including some evenings and occasional weekends.



3. Support to the Associate Head of Philanthropy

- Assist with diary management and act as an out-of-office liaison contact.
- Coordinate requests from the Associate Head of Philanthropy in consultation with the Senior Philanthropy Administration Manager, ensuring priorities are understood and met.
- Provide administrative support for donor-related activity and agreed strategic initiatives.

4. Board and Committee Support

- Support the administration, coordination and delivery of Board of Honorary Directors meetings, including invitations, guest information, schedules, logistics, database updates and follow-up.
- Support the administration and coordination of Development Committee meetings and relevant materials.

5. Support to the Senior Philanthropy Administration Manager

- Provide support for agreed priorities as workload requires.
- Provide agreed cover during periods of leave, where appropriate and within the scope of the role.

6. Team Cover and Continuous Improvement

- Collaborate with the Philanthropy Coordinator on shared activities, supporting effective coordination, documentation and handover of administrative work.
- Provide cover for essential coordination and administrative activity when the Philanthropy Coordinator is unavailable.
- Identify practical improvements to processes, documentation, accountability and team efficiency.

PERSON SPECIFICATION

Essential

- Relevant experience in a complex administrative, coordination, events or arts administration role.
- A proactive and solutions-focused approach, with demonstrable ownership, resilience and follow-through.
- Excellent organisational and workload management skills, with the ability to prioritise competing deadlines and respond calmly to changing requirements.



- A methodical, project management-style approach, with the ability to plan activity, clarify responsibilities and deadlines, coordinate dependencies and maintain momentum through to delivery.
- Strong written communication and document-production skills.
- Excellent attention to detail and accuracy, particularly when handling sensitive information and complex logistics.
- Confidence and professionalism when working with senior internal and external stakeholders, Board and Committee members, philanthropists and colleagues at all levels.
- Sound judgement and initiative, with the ability to work independently and collaborate effectively.
- Strong digital capability, including Microsoft Office and database systems, and the ability to learn new tools quickly.
- Discretion and a clear understanding of confidentiality and appropriate data handling.

Desirable

- Experience in a fundraising, philanthropy, donor-facing, cultural or performing arts environment.
- Experience supporting Boards, Committees, senior leaders or high-profile stakeholder events.
- Experience using CRM systems such as Tessitura.
- Familiarity with project-planning tools or methods.

Job Requirements

- Flexibility to work evenings and occasional weekends as required.
- Commitment to delivering excellent service and upholding the values and charitable aims of the Royal Ballet and Opera.
- Commitment to continuous learning, sustainable working and identifying improved ways of working.
- Willingness to undertake other duties reasonably required within the scope and level of the role.



Values and Behaviours

- Treat each other with Respect
- Be Open
- Value the Highest Standards

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

