

AT THE OLD VIC



RECRUITMENT PACK

Introduction

The Old Vic is London's independent not-for-profit theatre, a world leader in creativity and entertainment.

The Old Vic is mercurial: it can be transformed into a theatre in the round, a space for music and comedy, has played host to opera, dance, cinema, music hall, classical dramas, variety, clowns, big spectacles and novelty acts. It was the original home of the English National Opera, the Sadler's Wells dance company and the National Theatre. It's also been a tavern, a college, a coffee house, a lecture hall and a meeting place.

All of this is now in the bones of the building, and is as important a part of its open-armed, inclusive, welcoming personality as its grand historic decor and the iconic performances and famous productions it has housed.

Today, Artistic Director Matthew Warchus is building on 200 years of creative adventure, with The Old Vic recently being hailed as London's most eclectic and frequently electrifying theatre. Under his leadership, we aim to be a surprising, unpredictable, ground-breaking, rule-breaking, independent beacon of accessible, uplifting and unintimidating art.

We hold the belief that theatre needs to be cherished, supported and shared with as many people as possible. Our 1000 seats are yours from £10 a ticket. Our productions are diverse, adventurous, new, exciting. Our education and talent programmes allow students to explore, and artists of tomorrow to create. Our building is open and alive, day and night. Our theatre is yours.

So, whether you're looking for a comedy or new musical, a dramatic work or dance performance, a £10 preview, a late-night cocktail or a show you can watch together as a family, there is always something new to entertain at The Old Vic.

Our Culture at The Old Vic

There is a collective will to sustain an environment at The Old Vic that is safe, inclusive, welcoming and happy. We want our theatre to be a beacon of enlightenment, entertainment, engagement and empathy.

Our working culture at The Old Vic is open, proactive and collaborative. As an organisation, we prize creativity and the bravery to be led by that. We all bring passion and an entrepreneurial spirit to our roles.

Above all, The Old Vic is a values-led organisation. We have high standards and we operate with heart. We care very much about our audiences, our staff, the impact we have on societal and community issues, and about contributing a body of world-class work. We want to sustain and grow our theatre, but not by compromising our standards or values. Each day, we want people to be reminded of why they joined us, and the attraction, excitement and welcome they felt when they first arrived.

To maintain our values and workplace culture we created The Guardians Programme, in dialogue with our staff, which has now been adopted by more than 40 organisations across the UK. The Old Vic Guardians are a group of trained staff who offer a confidential outlet for colleagues to share concerns about behaviour or the culture at work. We additionally also hold annual sessions where staff can discuss what behavior is 'OK or Not OK' at The Old Vic and this is used to inform our [cultural statement](#).

Individual Giving Officer

Job Description

Department/Team	Development
Responsible to	Senior Individual Giving Manager
Contract	Full-Time – Permanent
Location:	The Old Vic, 103 The Cut, London, SE1 8NB
Hours:	40 hours per week from 10am to 6pm, Monday to Friday, although additional hours may be necessary in order to fulfil the requirements of the post
Salary:	£24,000 - £27,000 per annum

Purpose of job

To efficiently implement the day to day running of The Old Vic's higher-level membership scheme, from OV Evolve Membership level and above, supporting the Senior Individual Giving Manager, Head of Individual Giving and Head of Philanthropy to implement and carry out a yearly strategic plan to retain and increase support across high levels of membership and wider areas of giving.

The Team

The Individual Giving Officer will work as part of the Individual Giving team within the Development Department, which fundraises for The Old Vic Theatre Trust, a registered charity. Its aim is to raise voluntary funds for the theatre from individuals, companies and charitable trusts and foundations.

The department consists of the following staff: two Co-Directors of Development, Head of Corporate Development, Corporate Development Officer, Head of Philanthropy, Head of Individual Giving, Senior Individual Giving Manager, Individual Giving Officer, Head of Events, Associate Director of Trusts and Foundations and Trusts and Foundations Officer. We are also in the process of recruiting for two new roles: a Development Projects Manager and a Development Assistant.

The Old Vic is one of the only theatres in London with such scale, scope and international reputation to operate as a registered charity, receiving no regular public subsidy. The Development Team currently raises around £3.9 million each year in revenue fundraising.

After what has been a hugely challenging year for the sector, it is an exciting time for an individual giving fundraiser to contribute to our re-opening strategy and ensure our theatre can continue to thrive in the new landscape we find ourselves in.

Looking ahead, as well as contributing to a stimulating re-opening campaign, we have a bold and ambitious £13.9m capital campaign to create a vibrant, creative hub to house and expand the reach of our education and social mobility programmes. The impact of this project on the theatre's sustainability and influence will be far-reaching.

Areas of responsibility

Individual Giving

- To be the first point of contact for general membership enquiries via telephone and email.
- To manage all aspects of the day-to-day administration of The Old Vic's philanthropic individual giving scheme, from OV Evolve to OV Vision level.
- To manage all aspects of the administration of Individual and Campaign donors and prospects.
- To manage all aspects of the administration of the American Associates of The Old Vic.
- To process payments and memberships on The Old Vic's database, Tessitura, ensuring that records are kept fully up to date.
- To undertake the monthly Direct Debit process for membership payments.
- To generate timely renewal and thank you letters and keep membership literature up to date.
- To oversee, draft and send communications to individual supporters using segmented mail merges, including season announcements, press reviews and event invitations.
- To retain and increase support by delivering an excellent programme of customer care. This will include the delivery of a range of benefits according to Membership level, including priority booking and a range of events.
- To make ticket bookings and catering reservations for supporters and to come up with time-saving new processes with Box Office for automating bookings and reservations.
- To support the Individual Giving Team in implementing a yearly strategic plan for the Membership scheme from OV Evolve to OV Vision Members, American Associates of The Old Vic as well as Individual and

Campaign donors.

- To undertake research on both current and prospective donors, and together with the Individual Giving Team retain and increase support and generate and convert new prospects.
- To support the Senior Individual Giving Manager in the creation and maintenance of a team-wide prospect tracking system and help monitor the solicitation process.
- To set up Gift Aid for all individual memberships on Tessitura and manage the administrative processing of Gift Aid for individual gifts, in addition to supporting the Senior Individual Giving Manager with processing Gift Aid quarterly through HMRC.
- To ensure that all data complies with procedures for data integrity (e.g. Gift Aid, GDPR and PCI compliance).
- To support the Development team's use of Tessitura and attend regular Tessitura User Group Meetings regarding issues and best practice.
- To implement all membership/individual philanthropy updates on the website.
- To ensure that crediting of all individual supporters is kept up to date and accurate in The Old Vic programmes, on the website and on the Front of House acknowledgement board.

Events

- To generate guest lists and regularly draft and send invitations to supporter events.
- To manage and respond to all RSVPs and record on Tessitura.
- To send joining instructions to guests in advance of each event.
- To compile briefing notes with input from the Individual Giving Team.
- To attend and help at regular supporter events, taking an active role in talking and mixing with guests.
- To keep the Development calendar up to date for forthcoming events and projects and alert the team to pending deadlines and to do's.

General

- To contribute proactively to Development team activities.
- To undertake training deemed necessary.
- To carry out any other duties as reasonably requested.
- To assist and attend events run by the Development Department to include all individual events as required and corporate and sponsorship evenings if relevant.
- To comply with The Old Vic's Equal Opportunities, Sustainability and Health & Safety and Staff Handbook policies at all times.

This is not an exhaustive list of duties and the Theatre's management may, at any time, allocate other tasks which are of a similar nature or level.

Person Specification

Essential

- Experience in the realm of individual giving (or similar)
- Experience of providing excellent customer service.
- Excellent track record of stewardship and delivery of donor benefits.
- Outstanding administration and organisation skills.
- Knowledge of venue software Tessitura or other fundraising software.
- Ability to manage conflicting priorities in a busy and vibrant workplace
- Robust IT skills and experience of working with databases.
- Meticulous eye for detail, excellent proof-reader.
- Good communication skills, both verbal and written.
- Ability to build and maintain good relationships with people at all levels.
- Ability to produce immaculately presented work.

How to Apply

To apply for this role, please:

- Apply via our Application Portal [here](#)
- Attach a CV and short covering letter as one document to your application explaining why you are interested in this role and how your experience and skills match the person specification.

Please ensure your document title includes your first and last name and ensure one document is attached before hitting 'Finish application' or closing the page.

- Complete the online equal opportunities monitoring survey (found on our [Work With Us](#) page)

The deadline for receipt of completed applications is **Tuesday 19 October 2021**.

We receive a high volume of applications. If you have not heard from us within 14 days of applying, please assume that you have not been successful on this occasion and keep an eye out for future vacancies.

Please note: where we receive an unprecedented high volume of applications, we reserve the right to close applications early.

Equal Opportunities

We actively support and encourage people from a variety of backgrounds, experiences and skill sets to join us and help shape what we do. We are particularly keen to receive applications from People of the Global Majority and disabled candidates.

We may take positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at The Old Vic.

We don't ask for our applicants to tick a box for any prior convictions at the application stage, to ensure we work to the Fair Chance Recruitment Principles. <http://recruit.unlock.org.uk/fair-chance-recruitment/principles/>

We are a **PiPA (Parents and Carers in Performing Arts) Charter Partner**, striving towards creating a more family friendly working environment.

We are also a signatory of the Care Leaver Covenant which aims to provide support for care leavers aged 16-25 to help them to live independently.

Equal Opportunities Survey

The Old Vic has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Equal Opportunities Survey to help us with this or complete it on our [Work With Us page](#).



Access

We would love to hear from you in whatever way feels most appropriate to you. If you would like to access this application pack or submit your application in another format, we would be happy to speak to you about your needs. Please contact the HR team on 0207 928 2651 or jobs@oldvictheatre.com to discuss further.

Appointments

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK