



Development Manager, Operations

About Sadler's Wells

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London. Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy, all planned to open at the end of 2022.

The Department

The Development department is managed by the Director of Development and consists of:

- Head of Individual Giving
- Senior Development Officer
- Individual Giving Coordinator
- Members and Patrons Coordinator
- Corporate Partnerships & Events Coordinator
- Trusts & Foundations Manager
- Trusts & Foundations Coordinator

Sadler's Wells Development department currently raises £2 million a year in private support from patrons and major donors, corporate sponsors and trusts and foundations. Cultivation and supporter events play a pivotal role in building relationships that nurture future support for Sadler's Wells and the artists we work with. We want to build on this success and have ambitious plans in the years ahead as we work towards the opening of a new theatre in the Queen Elizabeth Olympic Park in east London.

Key responsibilities

The principal responsibility of the Development Manager, Operations, is to manage fundraising operations on behalf of the department and the organisation as a whole. This role includes day to day relationship management of a key Corporate account. The post will report to the Director of Development and will line manage the Corporate Partnerships and Events Coordinator.

Delivery of Strategy and Insight

- Work with the team to deliver on the development strategy for sustained income streams and long-term supporter engagement through effective systems and reporting. This includes developing metrics for success and setting annual KPIs.
- Provide proactive insight into industry trends, making recommendations for ongoing improvements to our approach.
- Act as a partner to each income stream lead to analyse the team's financial performance making recommendations for improvements on target-setting and allocation of expenditure.
- Suggest and implement improvements to the pipeline and prospect management system.

Finance and Data

- Work closely with the Finance team and the Director of Development to ensure all income and expenditure processes are accurate and robust, supervising the Individual Giving Coordinator in the processing of invoices and the monitoring and reporting on monthly results.

- Monitor all KPIs giving relevant insights on the performance of the team and generate streamlined reports for the board and development council.
- Work with each member of the team to ensure that Tessitura plans, portfolios, contributions and reporting accurately reflect their work and funds raised.
- Champion the use of the database and be a Tessitura super-user.
- Ensure the team is maximizing tax effective giving programmes including gift aid.

Fundraising Resources and Team Support

- Plan timeline and resources for the creation of any new fundraising communication materials.
- Work with the Content team to centralise resources making sure Development communications are up to date, comply with brand guidelines and are easy to access, organisation-wide.

Corporate Account Management

- Work closely with the Director of Development to lead on the day to day fulfillment and relationship management of a key Sadler's Wells corporate account.
- Manage the Corporate Partnerships and Events Coordinator in delivering an exciting and fulfilling stewardship and cultivation events programme across the funding streams.

Line Management

- Lead, motivate and develop the Corporate Partnerships and Events Coordinator, including; facilitating objective settings, learning & development and performance reviews.

Supporter Accreditation

- Ensure contracts and funding agreements are in place and upheld.
- Ensure supporter recognition is rewarding and consistent. This may include naming opportunities for spaces or activities, the donor board in the foyer, listings in programmes, credits on show posters.

Other Duties

- Maximise income and minimise expenditure without loss of quality in all areas of responsibility.
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.

- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

What we are looking for

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- Confidence when communicating at different levels of seniority both internally and externally
- Experience working with high-value relationships
- Excellent attention to detail
- Experience of managing, interpreting and reporting on financial information
- Strong ability to project manage fundraising operations
- Experience of using a fundraising/CRM data management system
- Computer literacy (we use MS Office 365 including Word for Windows and Excel)
- Experience of data analytics (i.e. data presentation)
- Experience of delivering a report that influenced decision-making
- Supervisory experience
- Interest in the fundraising profession
- Interest in the performing arts

Desirable

- Line management experience, whether formal or in a voluntary capacity
- Experience of working within fundraising in an arts/charity organisation
- Knowledge of the contemporary dance scene
- Experience of using Tessitura

Terms and conditions

Competitive salary, based on 35 hours per week*, plus an additional paid meal break each day.

**However, we would consider offering this role on a part time basis, to which you must specify your terms within your application (under 'supporting statement') to be considered.*

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers:

- Employee Assistance Programme (EAP) – Free confidential support service.
- Season Ticket Advance – Interest free loan to purchase a home to work travel ticket.
- Cycle to Work Scheme.
- Death in Service Benefit – Equivalent to twice your annual salary.
- Staff discount at Garden Court Café.
- Discounted performance tickets (subject to availability).

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

Please submit the online application form by 11.59pm on Wednesday 27 November 2019. Late applications will not be considered.

Interviews will take place week commencing Monday 2 December 2019.

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