

May 2024

Thank you for your interest in the post of **Development Assistant**.

This pack includes information on Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Supporting statements can be submitted in written, video or audio format, please see the application form for more details.

To apply for the post, please:

- Complete an application form. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- Enter your details on our online submission form: <https://hr.breathehr.com/v/development-assistant-35555> and upload the application form.
- When submitting your application form via our website, please ensure your full name is part of the file name of the document you upload.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **Midday on Monday 03 June. Applications received after Midday on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **week commencing 10 June.**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible

ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Stratford East.

Stratford East

Stratford East is here to make truly great theatre in an atmosphere that welcomes all, with extraordinary shows that are affordable by all in the beating heart of East London.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Our current season includes a new production to celebrate the 30th Anniversary of Jonathan Harvey's coming-out and coming-of-age story *Beautiful Thing*, *Jack and the Beanstalk* as our annual pantomime, and a revival of the Stratford East hit musical *The Big Life*.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

Governance and Finances

Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of

Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

Safeguarding and Safer Recruitment Practises

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

If required, applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to

assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

JOB DESCRIPTION

Job Title:	Development Assistant
Reporting to:	Development Manager
Key Working Relationships:	Development Team and staff across the organisation, including Learning & Participation, Marketing and Artistic Departments.

MAIN PURPOSE OF THE POST

The postholder will support the Development department to maximise income, deliver events and run efficiently. This role will contribute to department-wide fundraising and provide administrative support to the team. The Development Assistant will be responsible for the day-to-day management of departmental processes and systems, organising development events, and administering the Friends and Members scheme. They will also support with Corporate and Trust fundraising.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Administration

- Act as the first point of contact for the Development team, responding and passing on queries
- Maintain up-to-date systems on behalf of the department and deliver a variety of reports as required
- Organise internal department meetings including producing agendas, booking spaces and taking notes
- Provide general office management for the department, including filing and archiving, information sharing and office maintenance
- Oversee supporter acknowledgement materials, working with Marketing Team to ensure supporters are credited digitally and in print, and updating the Supporters Board annually
- Administer the Development Board including organising meetings and taking minutes
- Monitor the Development pages on the Stratford East website to ensure that they are accurate and up to date
- Work closely with the Development team to keep Development Spektrix records up to date and support the Development Manager to champion best use
- When the PA to the Executive and HR Administrator is absent, provide some general administration cover.

Friends and Members Scheme

- Administer the Friends and Members scheme including renewals and thank you processes and keeping up to date records

- Steward donors efficiently and effectively, working closely with the Development Manager to ensure prompt renewals and thank yous, booking tickets, regular communication and delivering and tracking benefits
- Support the team in delivering and growing the scheme by undertaking regular audience, database and prospect research
- Oversee the Individual prospect pipeline and work closely with the Development team to ensure it is up to date and actions are progressing
- Write and send regular donor updates, season announcements and Supporter Newsletters

Events

- Organise and deliver Development events, including booking spaces, compiling guest lists, logging RSVPs, organising tickets, payments, catering, and welcoming guests
- Work with other departments to ensure the smooth running of building wide events such as Press Nights
- Attend Stratford East events in the evening and at weekends, as required

Finance

- Ensure the prompt processing and recording of donations, invoices, income, expenditure, and credit card returns across Spektrix and excel budget spreadsheets
- Maintain Gift Aid paperwork and produce Gift Aid claims
- Undertake monthly reconciliation with finance records

Corporate Fundraising and Trusts & Foundations

- Where necessary, support the team with producing proposals and reports to corporate supporters and trust and foundations
- Support with the stewarding of corporate supporters, including tracking their benefits, booking tickets, and helping to organise bespoke events
- Undertake Trust and Corporate research projects to grow the prospect pipeline and ad hoc research on active prospects to support with approaches

Other Duties

- Work in line within Stratford East's GDPR policy
- Be familiar with and abide by all Stratford East's Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Support and advocate for Stratford East, its mission, aims and activity
- Maintain an active role in Stratford East's anti-racism, anti-ableism and environmental sustainability work
- Undertake any other duties as appropriate to the post

PERSON SPECIFICATION

	Essential	Desirable
Experience and Knowledge		
Experience of using databases and spreadsheets	X	
Experience in an administration role		X

Experience in a customer service environment		X
Experience in fundraising		X
Experience in event coordination		X
Experience of Dot Digital or similar email platforms		X
An understanding of Spektrix or other CRM databases		X
An understanding of common financial processes		X
Skills		
Ability to work quickly and accurately, with strong attention to detail and proofreading skills	X	
Proven ability to work to deadlines	X	
Excellent written and verbal communication skills	X	
Excellent IT Skills and Microsoft Office knowledge	X	
Confident and socially at ease with strong interpersonal skills	X	
Proven ability to work effectively with a range of stakeholders internally and externally		X
Personal Attributes		
Interest in the arts / theatre sector	X	
An organised, enthusiastic and supportive team player with a	X	

positive attitude in carrying out all departmental duties		
Commitment to equal opportunities and access to the arts for all	X	

INFORMATION

Stratford East is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

Contract type: Full Time, Permanent

Salary: £26,000 per annum

Hours of Work: 40 hours per week, Monday to Friday, with occasional evening/weekend work required for which a TOIL system is in operation

Flexible Working: Flexible work patterns including flexible start/ end times and partial remote working (generally one day a week)

Holidays: 30 days per annum including bank holidays. This will increase by 1 day for each full holiday year of service

completed to a maximum total of 33 days.
Holiday is pro rata for part time roles.

Probation: 6 months

Notice 2 months (after probation)

Period:

Pension: Up to 5% matched pension contribution
after qualifying period

Other Season ticket loans, Cycle to Work
Benefits: Scheme, complimentary theatre tickets,
staff catering discount, Employee
Assistance Programme (support and
advice via phone and online for on
various matters including legal, debt,
counselling etc.)

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