

Development Officer

Candidate information pack

Role: Summary

Department:	Development
Status:	Permanent, Full time
Salary Range:	£28,000 - £32,595
Location:	St James's Square, London SW1, with the option to work from home some days
Reports to:	Senior Fundraising Operations Manager
Key relationships:	Director of Development (DOD) Other members of the Fundraising Team PA to the Director (Chief Executive) Library staff, especially Finance Office, IT, Collections and Discovery, Membership, Marketing, Communications and Programmes, and Acquisitions External contacts including Trustees, prospects, members and supporters and visitors to the Library

Purpose:

- Support fundraising activity across all revenue streams through various administrative tasks
- Support the management and delivery of the Venue Hire programme
- Undertake prospect research and prospect pipeline management to support major and regular giving and campaign fundraising
- Oversee and support the delivery of the annual Library Fund appeal
- Support with Trusts and Foundations fundraising, including drafting approaches and applications

Role: Key Duties

General Development Department Administration

- General Development Office support: Preparing documents and letters and updating paper and electronic files, records, and archives as required and in compliance with Data Protection regulations. Administering emails and telephone calls.
- Diary management: Co-ordinating and assisting with the organisation of all Fundraising meetings, noting action points during meetings, and setting reminders.

- Fundraising promotion: Liaising with the Communications Team to update The London Library fundraising and venue hire web pages as required, co-ordinate fundraising stories in member and non-member newsletters, and liaising with the Library's design agency for the design of any new or updated fundraising materials
- Fundraising data: Support fundraising activity across the team with data analysis and reporting, extracting data from the CRM for Fundraising mailings and reports, liaising with other departments as required. Monitor Fundraising team use of CRM ensuring protocols are followed.
- Donor acknowledgment: Support the SFOM in ensuring donor boards and other donor acknowledgment mechanisms are implemented in accordance with the donor acknowledgment policy
- Departmental budgets: Record and monitor departmental expenditure, liaising with the SFOM and the Finance Team

Events

- Venue Hire & Film hire delivery: Support the Fundraising Events & Venue Hire Manager with the organisation and delivery of venue hire bookings, proactively follow up venue hire enquiries and conduct site tours with the aim to convert these into confirmed bookings, act as the lead contact in the coordination of the event/booking and event manager as required
- Venue Hire Promotion: Support with the promotion of the Library as a venue hire and filming location, the creation of promotional materials as required, and update the Library's Venue hire webpages, and external listings as necessary
- Support Library and Development events as required
- External suppliers: Liaise with external suppliers to provide high quality, value for money venues and catering
- Income processing: Log all received and invoiced venue hire income on the relevant systems

Prospect Research and Pipeline Management

- Prospect research: Support SFOM with prospect identification and research activity. Undertake reactionary and proactive prospect identification, qualification and research as required.
- Pipeline management: Support the prospect management process using the Library's prospect management systems in collaboration with SFOM
- Cultivation and stewardship: Support the fundraising team and work with the SFOM to compile accurate supporter profiles, guest list briefings and prospect profiles as required for meetings and events, and ensure research is accurately recorded and maintained on the CRM

Membership Fundraising

- Library Fund appeal: Support the SFOM to develop and deliver the annual appeal to members (The Library Fund) including data segmentation, liaising, and coordinating with designers and mailing houses, developing, and delivering a campaign plan and reporting on progress

Trusts and Foundations Fundraising

- Draft fundraising approaches and applications for small-scale programmes and projects as required
- Maintain and steward relationships with key contacts at low-level Trust and Foundation donors, including responding to requests for information and inviting contacts to fundraising and cultivation events

Other Duties

- Contribute to and assist with the development and implementation of the wider Fundraising Strategy and assist the SFOM and DOD with the compilation and presentation of records and statistics to inform understanding of the effectiveness of the fundraising operation
- Assist with the organisation and delivery of fundraising events as required
- Acquire knowledge of the Library and its membership to answer queries and give tours to prospective members as required
- Participate in breakfast and evening events or tours as required
- Attend and contribute to Fundraising Team and other meetings
- Attend and support Library activities, both onsite and offsite
- Attend appropriate training courses to improve and extend skills base as recommended
- Work in any part of the Development Office as the demands of the service require, ensuring the provision of a seamless and high-quality service at all times
- Other duties as may be required at the discretion of the DOD or the Director of The London Library

The job description set out above does not form part of the contract and may be subject to amendment at the discretion of the Director of the Library.

Updated September 2023

Person Specification

	Desirable	Essential
Qualifications		
<ul style="list-style-type: none"> GCSE Maths and English (Grade A-C) or equivalent 		✓
Experience and Knowledge		
<ul style="list-style-type: none"> Demonstrable experience in a fundraising team for a charity or arts organisation 		✓
<ul style="list-style-type: none"> Desire to pursue a career in fundraising 		✓
<ul style="list-style-type: none"> Experience of administration within a busy team 		✓
<ul style="list-style-type: none"> Experience of prospect research in a fundraising environment 	✓	
<ul style="list-style-type: none"> Experience of a customer service role 	✓	
<ul style="list-style-type: none"> Demonstrable competence in the use of specialist fundraising/membership software 	✓	
<ul style="list-style-type: none"> Experience of using CRM systems and other databases 		✓
Skills and Abilities		
<ul style="list-style-type: none"> Ability to convey information clearly and courteously face-to-face and by phone, letter, and email 		✓
<ul style="list-style-type: none"> Demonstrable competence at Literacy and Numeracy is a priority 		✓
<ul style="list-style-type: none"> Ability to work with absolute discretion, tact, and confidentiality 		✓
<ul style="list-style-type: none"> Excellent interpersonal and communications skills 		✓
<ul style="list-style-type: none"> Ability to present information effectively to people 		✓
<ul style="list-style-type: none"> Ability to draft straightforward letters clearly and grammatically correct 		✓
<ul style="list-style-type: none"> Ability to plan, prioritise and carry out work effectively 		✓
<ul style="list-style-type: none"> Attention to detail and meticulous concern for accuracy 		✓
<ul style="list-style-type: none"> Ability to work to deadlines and to support others doing so 		✓
<ul style="list-style-type: none"> Presentation of a positive and professional image at all times 		✓
<ul style="list-style-type: none"> Ability to work constructively and supportively as part of a team 		✓
<ul style="list-style-type: none"> Excellent IT skills (MS Office, email, Internet) and a proven ability to learn new systems quickly 		✓
<ul style="list-style-type: none"> The ability to undertake remote working effectively 		✓
Teamwork and Personal Impact		
<ul style="list-style-type: none"> Self-motivated and confident 		✓
<ul style="list-style-type: none"> Flexible and adaptable to change 		✓
<ul style="list-style-type: none"> Patient and resilient with a good-humoured approach 		✓
<ul style="list-style-type: none"> Willingness to turn a hand to whatever needs doing and carry out routine work cheerfully 		✓

Key Information

Hours of Work, Pay and Benefits

Hours of work

35 Hours per week, Monday to Friday. 9.30 – 5.30 with 1 hour for lunch.

Salary

In the range £28,000 - £32,595 FTE per annum subject to experience.

Annual leave

25 days plus 11 days when the Library is closed for public holidays.

Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24-hour employee assistance service.

Season tickets and bicycle loans

(subject to a qualifying period)
Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 15 books at a time) and online resources.

Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

Training & Development

The Library is committed to the support and development of all workers. We aim to ensure that all workers not only have the knowledge, skills, and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application and selection procedures

How to Apply

Please download the application form from our website, complete all three sections and send them **by email only in MS Word format to:** vacancies@londonlibrary.co.uk quoting reference number LL/23/09.

Timetable

Deadline for applications to be received:

6 November 2023 (by 9am)

Interviews scheduled for:

1st Stage 15th November 2023 (plus 16th November 2023 if required)

2nd Stage 20th November 2023

Appendix – GDPR Privacy Notice

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our third party service providers.

How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see our data protection privacy notice (employment).

Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact vacancies@londonlibrary.co.uk if you wish to object in this way.

Your rights to correct and access your information and to ask for it to be erased

Please contact vacancies@londonlibrary.co.uk if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Part A

Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (i.e. address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome To inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process To comply with legal/regulatory obligations Information shared with relevant managers, HR personnel and the referee
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to carry out a fair and non-discriminatory process Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

Part B

Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ	From your referees (details of whom you will have provided)	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
Information regarding your academic and professional qualifications Δ	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ	From you and, where necessary, the Home Office	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
Information about your health, including any medical condition, health and sickness records	From you	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.