
Job Profile

Job Title: Development Co-ordinator

Department: Development Office

Reports to: Director of Development

Competency level B

Overview / Job Purpose

Over the past year, the Development Office at the RIBA has been undergoing a major change and new systems and processes are being put in place that will underpin the RIBA's emerging fundraising strategy that will take income generation to a new level over the next two to three years and beyond. This post will lead on developing, managing and maintaining new Development Office administration and back-office functions including the important task of leading on a project to get the Development Office onto a new central database from the current system of record keeping. An understanding of databases and an interest in developing your knowledge further is an important element of this post as the needs to the office develop over the coming years.

Duties

The duties set out below outline the range of activities currently required. They are not a comprehensive list.

Duties may include:

- Continuing to develop and maintain administration systems to ensure that the office runs efficiently and smoothly. This will include appropriate filing systems both paper based and electronic and maintaining a contact database of key donors
- Providing effective, pro-active and broad administration support to the Development Office, particularly the Director of Development including:
 - Preparation of correspondence
 - Organising travel
 - Taking messages and dealing with/fielding enquiries as appropriate
 - Tracking the movements of the Development Office
 - Booking the department's leave in accordance with the RIBA's absence policy.
- Maintain new systems to ensure that all funds are recorded and accounted correctly and within the law, including sponsorship, gifts-in-kind, gift aid claims, outstanding pledges and any restrictions of gifts and grants to the RIBA.
- Maintain appropriate system/s for the management and reconciliation of the Development Office accounts (including fundraising income, pledges, and prospect data) and administer the budget database in close liaison with the Finance Department.

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- Help to develop and co-ordinate the RIBA's donor and sponsor stewardship strategy – ensuring donors are acknowledged credited correctly and included on the correct mailing and event lists. To work with the Development Office and other RIBA staff, overseeing the creation of guest lists for cultivation and stewardship events.
- Develop and co-ordinate a mailing cycle/customer relationship management strategy for cultivation and stewardship events including how to best manage data and provide data in support of the Development Offices strategic development. To synchronise mailings to reduce costs and measure mail shot performance.
- When the database is fully functioning, run reports showing funds raised and projected cash flow for fundraising projects. To lead on reporting of prospect information used for forecasting cash flow and identifying gaps in funding profiles.
- When the new RIBA central database is up and running lead on making sure that over an agreed timeframe, the Development Office data is correctly identified and put onto the new system and in the future undertake data mining analysis of current data and future giving trends to identify contacts, prospects and potential new donors, sponsors and other supporters.
- As required, to contribute to online giving and fundraising campaigns, working with the Marketing and Communications departments.
- Oversee the Data Protection standards for contacts and put in place a document retention policy for all contact relationship paper files.
- Attend relevant training courses as part of professional development.
- Demonstrate the highest integrity and confidentiality in the pursuance of these duties.
- Undertaking other tasks and duties as may reasonably be requested by the RIBA.

Other Duties

- Support the RIBA in its efforts to reduce its carbon footprint and to effect significant changes in employee behaviours to conserve resources wherever possible.

Staff Responsibilities and Non-staff Resources

- None

A list of duties in a job profile is not intended to be all-inclusive and other duties within the department may be required. Job profiles do not form part of the contract of employment. Job profiles will be reviewed annually and when necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

Competency Profile – Level B

Communication Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Focuses on the key issues when communicating orally or in writing, passing on a clear message ▪ Listens without interrupting or prejudging, questioning to clarify and ensure understanding ▪ Shows awareness of own impact on others and adapts own behaviour style accordingly ▪ Communicates effectively in a variety of situations on familiar topics or issues 		
Teamwork and Leadership Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Builds positive working relationships with colleagues, contributing to team morale ▪ Sets own day to day goals in line with the team’s objectives ▪ Helps others feel part of the team, providing appropriate support and treating everyone equally ▪ Works collaboratively with others, using initiative to help for the good of the team 	<ul style="list-style-type: none"> ▪ Experience of liaising with senior professionals 	
Client & Stakeholder relationships Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Finds ways to deliver exceptional service ▪ Listens to client requests and shows understanding by trying to meet their expressed needs ▪ Builds on-going relationships based on professional rapport ▪ Keeps clients informed on progress, actions and decisions which impact them 	<ul style="list-style-type: none"> ▪ Ability to deal with confidential information 	

Professional & Technical knowledge & skill Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Shows relevant job knowledge to complete work in own technical/professional area ▪ Shows understanding of relevant terminology and processes relating to own role ▪ Applies standard practice and procedure, following any regulatory requirements ▪ Shows others how to use relevant tools, equipment and technology as part of the role 	<ul style="list-style-type: none"> ▪ Strong administrative experience gained within an office environment ▪ Previous experience of using and maintaining administration, finance and database systems ▪ Experience of administering budgets and a high level of numeracy ▪ Educated to A'level standard or equivalent working experience ▪ Knowledge and understanding of the Data Protection Act ▪ Ability to input into and to manipulate complex databases 	<ul style="list-style-type: none"> ▪ Understanding of a fundraising and/or financial environment ▪ Experience of working for a membership organisation ▪ Relevant administration/data base qualifications ▪ Knowledge and understanding of how the Data Protection Act should be applied to fundraising databases
Project management and planning Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Prioritises and plans own time in order to meet set deadlines and/or team deliverables ▪ Uses allocated resources efficiently and effectively ▪ Attends to quality standards and details, checking own work for compliance and accuracy ▪ Works out how best to adapt as priorities change 		<ul style="list-style-type: none"> ▪ Project Management experience
Analysis and Judgement Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Follows a logical and structured approach to resolve problems ▪ Judges when to involve or consult others ▪ Identifies and sifts information according to relevance/importance ▪ Uses standard tools and processes to analyse and report on data/problems ▪ Uses initiative to identify alternative solutions when 	<ul style="list-style-type: none"> ▪ Ability to input and manipulate complex databases and produce reports 	

problems occur in the course of own work		
Other factors	Specific experience - Essential	Specific experience - Desirable
	<ul style="list-style-type: none"> ▪ Some evening and weekend work will be required 	<ul style="list-style-type: none"> ▪ Ability to attend RIBA work events in locations other than the office