

Patrons and Membership Coordinator

Background

For over a century the Whitechapel Gallery has premiered world-class artists from modern masters such as Pablo Picasso, Jackson Pollock, Mark Rothko and Frida Kahlo to contemporaries such as Sophie Calle, Lucien Freud, Gilbert & George and Mark Wallinger.

With beautiful galleries, exhibitions, artist commissions, collection displays, historic archives, education resources, inspiring art courses, dining room and bookshop, the newly expanded Gallery is open all year round, so there is always something free to see.

The Gallery is a touchstone for contemporary art internationally, plays a central role in London's cultural landscape and is pivotal to the continued growth of the world's most vibrant contemporary art quarter.

Role

The Patrons and Membership Coordinator sits within the Whitechapel Gallery's Development Team. Working across the Gallery with Development, Communications, Ventures and Visitor Services, the Patrons and Membership Coordinator will contribute ideas to improve systems and processes and will assist all Patron and Membership activity including administration, strategy, development and growth of the Gallery's Patron and Membership programmes.

The Development Department

The Development department consists of: Director of Development; Head of Major Donors and Donor Engagement; Corporate Development Manager; Development Events Managers; Development Manager; Patrons and Membership Manager; Patrons and Membership Office; Development Research and Database Office; and Assistant Curator, Special Projects

Accountability

The Patrons and Membership Coordinator will be line-managed by the Patrons and Membership Manager.

Job description

Duties and responsibilities

Patron and Membership Fulfilment and Administration

- Assist the Patrons and Membership Manager in the acquisition, engagement, retention, renewal and reporting of Patrons and Members whilst working to set targets
- Accurately process all new Patron and Membership applications, renewals and payments (including direct debits and Shopify transactions)
- Ensure that an accurate record is kept of the benefits agreed with individual supporters, including donor accreditation
- Lead on projects to improve systems and processes as agreed with the Patrons and Membership Manager
- Deal with all general enquiries, on the telephone, in writing or by email, escalating issues as necessary
- Ensure data integrity is maintained, accurate data is recorded and data processing protocols are adhered to at all times on the development database Raiser's Edge
- Produce ad hoc reports for the Patrons and Membership Manager
- Process other relevant data processing and administration as required
- Ensure Patron and Member filing is up to date
- Monitor the Development Office's print and stationery requirements

Communications

- Organise content for Patron and Membership mailings, including regular e-newsletters, bulletins and postal mailings
- Coordinate Whitechapel Gallery staff recommendations, track peer organisation's exhibitions and maintain an awareness of art world events to communicate to supporters
- Assist the Patrons and Membership Manager in gathering content for the seasonal Patron Events Programme
- Monitor and evaluate the success of Patron and Membership communications, both online and offline
- Assist the Patron and Membership Manager in developing and updating Patron and Membership information, both online and in print

Events

- Support the administration and organisation of Patron and Membership events as necessary, and where necessary attend events outside of general working hours (TOIL will be given)
- Co-ordinate Patron and Membership event invites
- Manage RSVPs on Raisers Edge
- Export and print Patron and Membership event guest lists
- Support other Gallery events, as and when required
- Coordinate all Patron requests for VIP passes

Finance

- Follow protocols to ensure the security of cheques and other payment methods are maintained
- Ensure income and expenditure are properly logged and reported
- Record Gift Aid fulfilment to maximise income

Research

- Researching prospects in conjunction with the Development team.
- Work with the Patrons and Membership Manager to ensure all Raiser's Edge records are regularly and accurately updated
- Using appropriate print, electronic and on-line sources, prepare tailored profiles of donors and prospects
- Produce targeted briefing notes in advance of meetings and cultivation events

Other

- Organise other departmental administration as directed by the Patrons and Membership Manager

Person Specification

Essential Criteria

- High level of enthusiasm and motivation
- Excellent communication skills, both verbal and written and experience of dealing with people at varying levels
- A broad range of administrative experience
- Experience of working with a membership scheme
- Ability to use own initiative, take responsibility for tasks and complete them efficiently
- Good standard of numeracy, preferably supported by experience and/or understanding of financial administration
- Attention to detail and high standards of presentation
- Good standard of computer literacy and an interest in social media
- A flexible attitude to hours – the position involves some events before and after normal working hours

Desirable

- Knowledge of the arts in the UK
- Experience of working in a gallery or museum
- Experience of using Raiser's Edge database
- Experience in a customer service environment

Conditions of Work

- Fixed term 2 month contract (progression to permanent employment contingent on income targets being met)
- Hours of work: Full time, 5 days a week, 9:30am – 5:45pm, with one hour for lunch. Some early morning and evening work will be required, however time off in lieu will be offered
- Salary: £23,000 gross per annum
- Probation period: 6 months
- The period of notice is 2 months in writing on either side

In addition, the benefits you are eligible to receive are:

- Supervisor: Patrons and Membership Manager
- 25 days annual holiday (pro rata for part-time staff)
- Research trips
- Discount from Whitechapel Gallery bookshop
- Discount from the Whitechapel Gallery Café/Bar and Dining Room
- Discounts on editions (one per edition) and publications
- Free entry to a range of arts organizations across the UK
- Training opportunities
- Option to participate in the Busy Bees Childcare Voucher scheme