

Development Events Officer

Job description

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Background

For over a century the Whitechapel Gallery has premiered world-class 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 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 Development Events Officer will support the planning and delivery of all development and internal events within the Gallery and at occasional offsite locations. The events will include exhibition and display openings, artist dinners, VIP breakfast events, curator-led tours, cultivation events and partner events. The post will also support the Development Events Manager to deliver the gallery's annual fundraising gala, Art Icon.

The Development Team

The Development Events Officer is part of the Development team. The team consists of: Director of Development, Head of Major Donors and Donor Engagement, Development Manager, Patrons and Membership Manager, Corporate Development Manager, Development Events Manager, Development Events Officer, Patrons & Membership Officer, Development Research and Database Officer and Assistant Curator: Special Projects

Accountability

The Development Events Officer is line managed by the Development Events Manager.

Duties & responsibilities include, but are not limited to:

Internal Events

- Managing the planning and delivery of gallery wide exhibition previews with support from the Development Events Manager

- Exporting and formatting guest lists from the database for internal sign off
- Coordinating mailing contacts with gallery departments and external stakeholders and inputting onto database
- Formatting and merging mailing data for invitation mailings
- Managing the invitation process including: writing copy for invitations, coordinating reply inboxes and managing RSVPs
- Booking and managing transportation for offsite events
- Liaising with Whitechapel Gallery colleagues in all relevant departments and with external contractors and other external stakeholders to ensure the successful delivery of all events
- Liaising with internal departments, particularly Operations and Visitor Services, to book internal event staff, (tour guides, invigilators, duty managers) and lead staff briefings
- Organising facilities and external event support staff (ie cleaning, photography, security, technicians)
- Planning and delivering curator-led tours and breakfast events for external partners and peers
- Working with the Development Events Manager to plan and deliver artist exhibition dinners and partner events

Annual Gala

- Managing all aspects of the ticket sale process, including payment processing, managing RSVPs, updating The Rasier's Edge database and responding to guest queries
- Administrating the gala budget, ensuring all ticket income is recorded and process invoices for payment
- Coordinating gala meetings, including: meeting scheduling, creating agendas and minute-taking
- Where necessary, tracking benefits for event supporters and sponsors, ensuring relevant aspects of the partnerships are delivered
- Liaising with multiple internal departments to ensure the smooth and successful set-up and delivery of the event (e.g.: Exhibitions, AV, Visitor Services, Operations)
- Creating staff briefing packs and shot lists
- General administrative support for the event including post event follow ups
- Working with the Assistant Curator-Special Projects on administrative aspects of the auction including sending letters, and assisting with the collection, photography and framing of auction works

Corporate Sponsorship

- Liaising with the Corporate Development Manager to determine events for corporate supporters at proposal stage
- Working closely with the Corporate Development Manager, once partners are secured, in delivery of event benefits
- Planning and deliver all corporate sponsors' and in-kind partners' event and hospitality benefits to the highest standard
- Maintaining regular and effective communications with sponsor contacts as required

Administration

- Managing contacts on The Raiser's Edge database, ensuring all prospects, clients and supplier contacts are recorded and maintained
- Representing the development team in internal and external meetings as required
- Ensure departmental expenditure budgets are kept up to date
- Liaising with the finance department, processing invoices and ensuring suppliers are paid in a timely manner

Other

- Any other duties as reasonably requested by the Development Events Manager
- Representing Whitechapel Gallery at public events, meetings and networking on behalf of the organisation

Person Specification

Essential Criteria

- Able and willing to work out of hours
- Strong, proven event organisation experience, ideally within a venue environment
- A practical and hands-on approach with great attention to detail
- Demonstrable administrative and organisational skills
- Able to respond using own initiative and a good team player
- Experience of working with a wide range of people with tact and diplomacy, from event suppliers to high level donors
- Excellent working knowledge of MS Office, including Excel, Word and Powerpoint
- Knowledge of fundraising databases, preferably The Raiser's Edge
- Excellent interpersonal and communication skills with a high standard of both verbal and written English
- Experience of staff or volunteer supervision in an event management context
- Able to professionally and appropriately represent the organisation at events
- Able to multi-task, working on a multiple project basis and reprioritise as necessary

Desirable

- Experience of working within a gallery or cultural venue context
- Experience of working in a Development team or not for profit organisation
- Experience with setting up and using A/V equipment
- Interest in the arts and culture sector

Conditions of work

- Contract: Full Time, 18 months with a potential to become permanent
- Hours of work: 9.30am – 5.45pm, Monday to Friday, plus a significant number of early mornings and evenings with occasional weekends, all of which will be compensated by time off in lieu
- Salary scale: £23,000 - £26,000 dependent on experience
- The period of notice is 2 months in writing on either side
- Probation period: 6 months

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

- 25 days annual holiday (pro rata for part-time staff)
- Eligibility to participate in the group personal pension scheme with the Gallery contributing 4.5% of your gross annual salary.
- Discount from the Gallery bookshop
- Discount from the Whitechapel Café/Bar
- Discounts on editions (one per edition) and publications
- Training opportunities
- Annual research/travel grant of £200