

Patrons Officer

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

The Development Department

Line managed by the Patrons and Membership Manager, the Patrons Officer is part of the Development team, which 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 Officer; Development Research and Database Officer; and Assistant Curator, Special Projects

Accountability

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

Job description

Duties and responsibilities

Patron Fulfilment and Administration

- Assist the Patrons and Membership Manager in the acquisition, engagement, retention, renewal and reporting of Patrons whilst working to set targets
- Accurately process all new Patron applications, renewals and payments (including Direct Debit 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
- Work with the Patrons and Membership Manager to ensure all Patrons' records are regularly and accurately updated and data processing protocols are adhered to on the Raisers' Edge database
- Produce ad hoc reports for the Patrons and Membership Manager
- Process other relevant administration as required
- Ensure Patron filing is up to date

Communications

- Organise content for Patron 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 communications, both online and offline
- Assist the Patron and Membership Manager in developing and updating Patron information, both online and in print

Events

- Support the administration, organisation and delivery of Patron events, and where necessary attend events outside of general working hours (TOIL will be given)
- Co-ordinate Patron event invites
- Manage RSVPs on Raisers Edge
- 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

Other

- Working with the Development Research and Database Officer, help prepare research profiles and briefing notes in advance of Patron-related meetings and events as required
- Organise other departmental administration as directed by the Patrons and Membership Manager

- Attend events on and off site as a representative of the Gallery as agreed with the Patrons and Events 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 Patrons or 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, with an ability to meet tight deadlines
- Good standard of computer literacy
- 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 18-month contract, with the possibility of progression to permanent employment
- Hours of work: 3 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. There may be potential for the job to increase in number of days in future.
- Salary: £23,000 per annum pro rata
- 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, subject to availability, are:

- 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