

## **Development Officer (Events and Support)**

## **Job description**

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### **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 Anna Maria Maiolino. 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.

Despite the challenges of Covid-19, the Gallery has adapted to find new ways of bringing high-quality artistic content to our local and global audiences. It has also continued its pioneering work with young people, schools, and community groups from our local East London neighbourhood, many of which represent those most impacted by the current circumstances. The Gallery is now reopen, and working towards an exciting programme for the coming year and beyond.

### **Role**

This is an exciting opportunity to work across all activity in Whitechapel Gallery's busy Development Team. As part of the team which raises approximately one-third of the Gallery's annual budget, the successful candidate will play an instrumental part in realizing some of the most exciting international artistic projects happening today, while gaining experience in event delivery and fundraising from all sources.

The Development Officer (Events and Support) will assist on 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.

In addition to their work on events, the successful candidate will have a flexible attitude and an interest in participating in the overall efforts of the Development Team, providing support more broadly to fundraising efforts as priorities require.

### **The Development Team**

The Development Officer (Events and Support) is part of the Development team. The team consists of: Director of Development; Senior Development Manager; Senior Development Manager, Individual Giving and Major Gifts; Patrons Manager; Corporate Development Manager; Development Events Manager; Development Officer; Development Officer (Events and Support); and Assistant Curator, Special Projects.

### **Accountability**

The Development Officer (Events and Support) is line managed by the Development Events Manager.

## **Duties and Responsibilities**

The duties and responsibilities of this role 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, organising mailouts (both electronic and paper), 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

### Development Team Support

- Provide support for the broader efforts of the Development Team as required, in agreement with the Development Events Manager and Director of Development. Duties may include:
  - Coordinating internal and external meetings, including room bookings
  - Helping to maintain, update and report on relevant information on the Raisers Edge database
  - Supporting colleagues in the delivery and tracking of agreed supporting benefits
  - Researching individual, trust, corporate and statutory sources of funding
  - Preparing briefing notes in advance of events

### Other

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

## Person Specification

### Essential Criteria

- High level of enthusiasm and motivation to support the work of Whitechapel Gallery
- Strong, proven event organisation experience, ideally within a venue environment
- A practical and hands-on approach with great attention to detail
- Meticulous administrative and organisational skills
- Excellent time management skills, with an ability to work on multiple projects, meet deadlines and reprioritise as necessary
- Willing and able to adapt to changing circumstances and requirements
- Excellent interpersonal and communication skills with a high standard of both verbal and written English and high standards of presentation
- Good standard of numeracy
- Ability to work both independently and part of a team
- Able to respond using own initiative
- Experience of working with a wide range of people with tact and diplomacy, from event suppliers to high level donors
- A good standard of computer literacy, including the MS Office Suite
- Able to professionally and appropriately represent the organisation at events
- A flexible attitude to hours – the position will involve events before and after normal working hours, with very occasional weekends

### Desirable

- Experience of staff or volunteer supervision in an event management context
- 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
- Knowledge of fundraising databases, preferably The Raiser's Edge
- Experience with e-marketing tools, preferably Mailchimp

## Conditions of work

- Full time, fixed term 18-month contract from 1 September 2021 or as soon thereafter as possible, with the possibility of progression to permanent employment
- 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: £23,000
- 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