

Research and Database Officer

Application Pack

Closing date: Midnight 11th April 2023



Whitechapel Gallery

Whitechapel Gallery was founded in 1901 to present “the finest art of the world to the people of the East End, London”. Over one hundred and twenty years later, Whitechapel Gallery is renewing its founding mission under the directorship of Gilane Tawadros, recognising our unique role as a pioneering art institution that sits in the heart of London’s East End and our global, diverse communities. Successive waves of migrants have shaped the distinctive character of the Whitechapel Gallery and its surrounding area. Generations of artists and makers have lived and worked in the area contributing to its creative vibrancy. We are proud to be a contemporary visual arts organisation that is locally embedded and globally connected.

In 1939, **Pablo Picasso**’s iconic painting, *Guernica*, made its first and only visit to Britain, and artist premiers are as diverse as **Barbara Hepworth** (1954) and **Jackson Pollock** (1958), **Helio Oiticica** (1969) and **Gilbert & George** (1971), **Eva Hesse** (1979), **Frida Kahlo** (1982) and **Sonia Boyce** (1988), **Sophie Calle** (2010) and **Zarina Bhimji** (2012), **Emily Jacir** (2015) and **William Kentridge** (2016), **Theaster Gates** (2021) and **Nicole Eisenman** (2023). Influential surveys include *This is Tomorrow* (1956), *Liberty, Equality and Sisterhood* (1978), *From Two Worlds* (1986), *Woven Air* (1988) *Live in Your Head* (2000), *Back to Black* (2005), *Adventures of the Black Square* (2015) and *Electronic Superhighway* (2016).

This is an exciting time to join Whitechapel Gallery as it moves into the next phase of its development. You will be part of a dynamic, dedicated and caring team committed to making contemporary art and ideas accessible to the broadest possible audience, putting artists and ideas at the centre of everything we do.

Whitechapel Gallery is a non-profit educational charity funded by Arts Council England and supported by trusts and foundations, individuals and organisations whose investments enable us to achieve our ambitions.



Equality, Diversity & Inclusion

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.



Research and Database Officer

Job description

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Role

The Research and Database Officer is an important member of the Development Team, helping to increase income generation by providing high quality, accurate and relevant research.

The successful candidate will work closely with the Development team to deliver the Department's fundraising target across major donors, Trusts and Foundations, Statutory Bodies, Corporates and Patrons. Specific responsibilities will include strategic prospect identification and development of a pipeline of potential supporters. Working closely with members of the team, the Research and Database Officer will further develop the Development Office's database (Raiser's Edge) into a key tool to support fundraising performance and growth.

The post has a key role in researching potential donors, maintaining and supporting due diligence processes and recording information on the Gallery's database in a timely and accurate manner. The post holder will support colleagues identify new leads and implement the Development Department's policies on the collection and interpretation of data.

Accountability

The Research and Database Officer reports to the Senior Development Manager, Individual Giving.

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About you

Essential qualities include:

- Full IT literacy, including excellent knowledge of MS Excel, and experience of using a CRM system such as Raiser's Edge, Tessitura or similar – to maintain information systems.
- Excellent ability to summarise significant amount of data and present information in a clear and concise manner.
- Methodological approach to work and excellent time-management and organisation skills, with the ability to work independently.
- Working collaboratively with colleagues across various departments and helping the team to achieve its goals.
- Excellent analytical and research skills with the ability to read and analyse significant amount of data.

Qualities that are desirable for this job role include:

- Experience working in a busy Development/Fundraising team.
- Experience in conducting prospect research, including new business prospecting, full research profiles and due diligence screenings for corporate, trust and individual supporters.
- Excellent knowledge of the current General Data Protection Regulation.
- Experience of fundraising processes, donor relations, and mechanism of high value fundraising.
- Knowledge of high value audience and clear understanding of corporate and philanthropic giving.

Duties and Responsibilities

Research

- Support the team to achieve financial targets by proactively identifying new funding prospects through research, pipeline development and stewardship initiatives.
- Conduct detailed biographical and financial research on corporate, individual and foundation donors and prospects using appropriate print, electronic and on-line sources.
- Investigate the criteria and objectives of statutory bodies, trusts and foundations, embassies and cultural institutes, and the corporate sector to assess synergy with our ambitions and identify funding opportunities.
- Manage and maintain prospect research protocol to ensure that the acquisition, storage and use of research data complies with the GDPR and other legal and regulatory requirement, and respects confidentiality and privacy and all other legal and regulatory requirements.
- Conduct due diligence screenings as appropriate and prepare due diligence profiles to support the approval processes, ensuring compliance with our policies.
- Prepare tailored profiles of assigned donors and prospects, and briefing materials for visits by donors and in advance of cultivation events.
- Assist in drafting core information for adaptation into funding proposals.
- Liaise with Exhibitions, Education and Communication teams to co-ordinate and deliver donor care initiatives including the compilation and mailing of post-project reports.
- Support the Director of Development prepare information for the Ethics Committee.
- Notify colleagues of deadlines for submissions and guiding applications to comply with their criteria.
- Review on an ongoing basis media activity and changing business practices in relation to existing donors, in order to manage risk and ensure proper stewardship/partnership renewal.

Database

- Implement a tracking system for existing donors and top prospects and make recommendations towards donor development.
- Work with fundraising teams to ensure lists of top prospects are shared with senior colleagues and relevant teams.
- Ensure team KPIs are collected and reported back to key stakeholders on a monthly basis.

- Co-ordinate prospect meetings and prepare prospect lists and upcoming project information, and set actions for follow up.
- In collaboration with colleagues, ensure that data on Development-related prospects and key organisation contacts is kept current.
- Support the delivery of accurate and timely crediting of donor support for the Department, from Exhibition catalogues and seasonal print to donor boards.
- Support in other Development-related aspects of database maintenance as required, such as gift entry and event bookings.
- In accordance with data protection regulations and best practice, ensure the prospect constituency on Raiser's Edge is maintained, compliant and regularly updated to reflect key and relevant information.

Other

- Embed best practice use of the database within the team, developing tools to analyse and review our prospect pool.
- Stay up to date with philanthropy news and regulations, including Gift Aid and GDPR, updating prospect records and highlighting relevant updates to the team.
- Assist with Development events and initiatives as required, supporting the team and engaging with donors and prospects as a representative of the Gallery.
- Support with relevant team administration and with any other duties commensurate with the role that may reasonably be required.
- Any other reasonable duties as requested by the Director of Development, Deputy Director, and Director.

Conditions of Work

- Contract: Permanent
- Hours of work: full-time
Monday to Friday, 9:30am – 5:45pm, with one hour for lunch
- Salary: £25,000 per annum
- The period of notice is one month in writing on either side
- Probationary period: 6 months
- Due to the nature of the job, some evening and weekend work will be required, as well as occasional travel. This will be compensated by time off in lieu.

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

- 25 days annual leave, plus statutory bank holidays (pro-rata)
- Eligibility to participate in the group personal pension scheme, with the Gallery contributing 5% of your gross annual salary
- Discount from the Gallery bookshop (subject to availability)
- Discount from the Townsend Restaurant (subject to availability)
- Discounts on editions (one per edition) and publications (subject to availability)
- Training opportunities
- £200 annual travel grant (pro-rata)
- Free entry to a range of arts organisations across the UK
- Cycle to Work scheme
- Access to our Employee Assistance Programme