

Job Profile
Development Coordinator

Purpose To work with and support the Development Team in delivering fundraising activity from individuals, grant-making bodies and businesses to achieve annual fundraising income targets in line with the Museum's development (fundraising) strategy.

Key Responsibilities and Accountabilities

Responsibilities

- To co-ordinate: a) the Museum's membership and Patrons schemes under the direction of the Development Manager, including delivery of benefits, retention and renewals, communications and recruitment, b) the Business Partners scheme under the direction of the Business Development Manager including communication with supporters, retention and renewal of existing supporters, and c) other donations to the Museum through multiple channels e.g. onsite, online, community.
- To support the delivery of an annual programme of events and communications to members, Patrons, Business Partners, prospective and existing donors/supporters.
- To support large-scale fundraising campaigns including BCLM: Forging Ahead.
- To support the Business Development Manager in delivering the benefits of corporate sponsorship agreements and museum hire.
- To assist with copy-writing, design and production of marketing and publicity material in support of Development activities.
- To assist with identifying and researching prospective funders and supporters across corporate, trusts and individuals.
- To represent the Museum at external events such as networking events, awards and conferences.
- To accurately maintain Development records on the Museum's Customer Relationship Management system 'Tessitura' and filing systems.
- To accurately maintain the Development pages of www.bclm.com and coordinate social media messages, including managing the Development Twitter account.
- To respond to fundraising enquiries in a helpful and confident manner.
- To support the Deputy Chief Executive (Development) with other such duties, commensurate with the scale and nature of the post, as may be required.

Accountabilities

- Ensure efficient administration, 'banking and thanking' and donor/funder stewardship to the highest standards.
- The timely preparation of fundraising communications and promotional materials.
- Regular reporting to the Deputy Chief Executive (Development) on fundraising income.

Dimensions

- To raise £50,000 annually (minimum) in unrestricted income through the membership scheme
- To support the Development Team to raise £2.4m, and in particular the £150,000 public campaign, to support BCLM: Forging Ahead by December 2020

Working Relationships

- Liaising with the Deputy Chief Executives (Development), Business Development Manager and Development Manager, information giving/receiving on assigned projects and tasks.
- Liaising with Sales & Ticketing team to fulfil membership administration.
- Liaising with Marketing & PR colleagues to ensure fundraising messages and communications are delivered to appropriate audiences via print, email, website, social media and PR activities.
- Liaising with Hospitality and Food&Drink colleagues to organise events.
- Liaising with designers and printers, providing clear instruction to achieve timely delivery.

Person Specification
(competencies, qualifications & experience)

Essential

- Good communication skills, both written and verbal
- Ability to juggle multiple priorities, work to short and long-term deadlines, and plan and implement development activities in accordance with priorities
- Optimum standards of presentation, attention to detail and accuracy
- Experience of event organisation and management
- Empathy with and enthusiasm for the aims and objectives of the Museum
- Enthusiastic and effective team-working and excellent interpersonal skills
- Excellent IT skills, including MS Office
- Good level of general education

Desirable

- Experience in a similar role, preferably gained in an arts, cultural or leisure environment.
- Working towards a Fundraising qualification (e.g. Institute of Fundraising)
- Experience of web management, CRM systems and social media
- Copy writing and proofing skills
- Knowledge of and/or interest in heritage/museums and cultural sector
- Full, clean driving licence

Reports to:	Development Manager	Black Country Living Museum Trust Tipton Road, Dudley, DY1 4SQ, United Kingdom www.bclm.com Charity No. 504481 Co. No. 1226321
Direct reports:	None	
Hours:	Full-time	
Salary:	c.£20,000 per annum	