



Development Assistant

Department:	Development & Strategy
Salary:	c£17,000 – £19,000 per year dependent on experience
Deadline for Applications:	Thursday 23 September 2021
Interview Date:	5 October 2021
Permanent	

Job Description

Job title: Development Assistant

Responsible to: Head of Development Operations & Events

Main purpose of job:

To provide administrative support to the Development, Strategy & External Relations Department.

Key accountabilities

The role is extremely varied with tasks allocated on a regular basis in response to the requirements of the Department. Regular key tasks include:

- operate an effective ticketing system that serves the needs of the department's activity, setting up seating reservations, taking payments, processing tickets, responding to enquiries.
- liaise with the Communications and Events Officer on the production of department mailings and event invitations.
- set up and manage event responses, track rsmps and assist where required with events administration.
- to be responsible for maintaining the Tessitura database as a critical CRM tool for the department, ensuring that all records are up to date, events and activities are recorded accurately.
- to be responsible for department administration including purchase orders/invoices, gift administration, holiday forms, bookings for meetings/travel/accommodation, attend and minute key meetings, maintain departmental stationery supplies and oversee office organisation.
- receive general department enquiries.
- to assist the Director of Development, Strategy & External Relations as required.

General

- To cooperate with us in complying with relevant health and safety legislation, policies and procedure in the performance of the post. The post carries responsibility for Health & Safety issues at level 6 (see attached).
- To behave in accordance with our values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.

- To ensure compliance with our policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the organisation.

Person Specification

Development Assistant

Skills, knowledge and experience:

- Good standard of education and experience.
- Methodical with good attention to detail.
- Excellent communications skills – verbal and written in order to write and proof-read communications and mailings.
- Excellent computer literacy – Microsoft Office Word, Excel and Outlook.
- Organisational and time management skills.
- Flexible and adaptable with calm and practical approach to problem solving.
- Hardworking and energetic.
- Effective team player with the ability to work alone and under own initiative.
- Ability to work with competing priorities ensuring deadlines are met.
- Demonstrate personal drive to succeed, develop and persevere to achieve objectives and gain experience.
- Ability and willingness to work out of normal office hours and to attend WNO events on tour.
- Demonstrable interest in the arts, preferably opera and classical music.
- Ability to write and speak Welsh*
- Understanding of GDPR legislation *

Points marked with an asterisk (*) are desirable rather than essential.

Health and Safety

Individual Responsibilities

All Employees

(Level 6)

Every employed person, including Managers.

Responsibilities

All employees are responsible for: -

The observance and implementation of rules and systems which are derived from the Health and Safety Policy and the arrangements for its implementation.

Taking reasonable care for their personal health and safety and that of fellow employees and others who may be affected either directly or indirectly by their acts or omissions at work.

Reporting promptly to the appropriate Manager potential or actual hazards and defects.

Taking part in any health and safety training considered by the Company to be necessary in order to comply with the Company Health and Safety Policy and current legislation.

Knowing the correct action to be taken in the event of an accident, fire or other emergency.

Co-operating with Management and other employees in meeting statutory requirements.

Not interfering with or misusing anything provided to protect their health, safety or welfare which is required by legislation and using any machinery, equipment, substance or safety device in accordance with any training and instruction.