

## Administration Assistant, Fundraising Campaigns and Membership Position Description

### The Pillar

Arts Centre Melbourne was built for all Victorians, a place where everyone can come together and experience all that the performing arts has to offer. It was created in 1979 with a singular and powerful remit: To enrich the lives of Victorians, culturally, educationally, socially and economically.

Arts Centre Melbourne has a strong legacy of Philanthropy, as demonstrated by the original naming of many of our spaces – Myer, Smorgon, Potter to name just a few. Two of our most significant programs were also funded by and therefore named after their benefactors – The Betty Amsden Participation Program and The Kenneth Myer Asian Theatre Series.

The Arts Centre Melbourne program is funded by a combination of state and federal government grants, self-generated income and philanthropy.

The Arts Centre Melbourne Arts Angels were established by President of Victorian Arts Centre Trust, Richard Pratt, in 1994 and continue to form an important role in the funding of the artistic program at ACM.

Philanthropy plays a critical role in extending the reach and impact of Art Centre Melbourne's cultural, education, access, and commissioning and exhibition programs. The desire is to grow philanthropic contribution to further extend this reach and impact.

The current philanthropic program covers the following areas:

- Fundraising Campaigns and Appeals
- Major Gifts (Arts Angels and President's Club)
- Bequests
- Memberships
- Trusts and Foundations

All money raised is directed to the following areas:

- Access and participation programs – opening up the performing arts to every Victorian
- Education and creative learning – inspiring the next generation of creatives and makers
- Commissions – supporting new works, bold ideas and extraordinary talent
- Collections – preserving and exhibiting Australia's cultural heritage

Philanthropic giving will also be a key part of realising the ambitions of Reimagining Arts Centre Melbourne as part of the broader Melbourne Arts Precinct redevelopment A successful ten-year philanthropic Capital Campaign, will be critical to raising vital funding to make this vision a reality

### The Role

The primary objective of this role is to provide administrative support to the Fundraising Campaigns and Membership team.

The role will support the team in delivery of the campaigns and membership program at an administrative level.

Further to this the role will support the team with continuous development of relationships with existing donors and members through customer service based management of inbound communications (in box and inbound phone lines) and delivery of campaign fulfilment (processing donations and managing outbound communications), as well as supporting the team with delivery of donor and member events.

These touch point's will all enrich donor experience at Arts Centre Melbourne, and steward them towards lifetime giving.

Type	Full Time, Ongoing
Reports to	Head of Fundraising Campaigns and Membership
Direct Reports	None

<b>Salary/Hourly Rate</b>	ACM Enterprise Agreement 2018 Band 2.3
<b>Key Relationships</b>	<p><i>Internal</i></p> <p>Executive Director, Philanthropy, Philanthropy Services Team, Private Giving Team, Finance partner, Communication Team, Marketing Managers, Online Marketing Team, CRM Team, Access &amp; Community Engagement Team, Head of Participation, Conferences, Meetings &amp; Events Team, Tessitura Users Group.</p> <p><i>External</i></p> <p>Donors, Members, suppliers, contractors.</p>
<b>Delegation</b>	Financial and people delegations as per current policy.
<b>Location</b>	Arts Centre Melbourne premises (subject to potential relocation)
<b>Other</b>	<p>SGA Employee under the ACM Enterprise Agreement 2018</p> <p>Satisfactory completion of a National Police Check required</p> <p>You will hold valid working rights in Australia (subject to verification)</p>
<b>Last Reviewed</b>	October 2019

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

### Your qualifications and experience

- Relevant professional or tertiary qualification in creative arts, event management, fundraising or equivalent professional experience.

### Your skills and attributes

- Experience working within an office environment in an administrative capacity
- Strong administrative skills and fluent in the standard suite of Office software systems.
- Proven ability to set priorities, meet deadlines and work under pressure
- Well organised with strong attention to detail.
- Ability to work in a busy environment and manage a varied workload.
- Understanding of database administration.
- High level of initiative and willingness to learn.
- Demonstrated customer service experience and interacting directly with the public.
- Good interpersonal skills, and experience working with a diverse range of people (staff, supporters, members and suppliers) and bringing the best out of them.

## In the role you will

### Accountabilities:

- Timely administrative support for the Fundraising Campaigns and Membership team including:
  - Organising mail and mail outs and EDMs
  - Meeting set-up and preparation
  - financial processing, receipting and reconciliation
- Database management including data input, updating Philanthropy stakeholder details and ensuring accuracy of information.
- Donation and membership processing in Tessitura including Gift with Ticket donation processing and receipt mailing.
- Supporting the seat dedication program administrative tasks.
- Provide event logistics support including:
  - Generating guest lists,
  - Managing RSVPs,
  - Liaising with external suppliers e.g. florists, equipment hire to ensure timely delivery of goods
  - Financial administration particularly timely invoicing and event reconciliation with Celebration and Events
- Support the development of relationships with the arts centre through donor and customer support, including:
  - Management of Donor, Membership and Seat Dedication inboxes, and phone lines
  - Manage dining room bookings
  - Support delivery of Customer Service Issue Log Responses
- Support the program administration delivery of Fundraising and Membership Campaigns (including, but not limited to the following tasks)
  - Updating Team WIPs
  - Updating Campaign timelines
  - Financial support for campaign, keeping budget documents up to date, checking supplier quotes
  - Inputting into campaign development meetings
  - Support creative development of campaigns
  - Proof reading, collating and marking up feedback
  - Support the team in reviewing and developing processes to improve efficiency.

### Decision making:

- Under the direction of the Head of Fundraising Campaigns, and Fundraising Campaigns and Membership officer, a low level of operating autonomy is required.
- Resolution of specific casework, projects or activities is undertaken within guidelines, precedents and regulations but requires judgement and assessment in establishing a particular course of action.

### Systems:

- Proven ability to utilise fundraising or CRM databases to support donor portfolio management, including reporting (Experience with Tessitura desirable but not essential)

### Working environment/physical requirements:

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.
- May be required to attend functions and events outside of normal business hours and at weekends.

## You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.