



Development
Coordinator
(Members & Envoys)

Opera Holland Park



We are Opera Holland Park

We are an urban company in a leafy, airy setting. Every summer we build a theatre and perform to audiences from the Royal Borough of Kensington and Chelsea and beyond.

We identify and nurture emerging talent through our Young Artists scheme, and welcome singers, conductors, directors and designers back as their careers take flight.

We are an independent charity. Throughout the year, we serve the community in care homes, hospices, shelters and schools. We build the audiences of the future and take music to those for whom a traditional theatre setting is inaccessible.

We work in a 400-year-old multimedia live art form and tell stories through the expressivity and emotional honesty of the unamplified human voice. Our work covers a multitude of genres, time-periods and places. We take our audiences with us, introducing them to rarities and celebrating well-loved classics together.

Our Mission and Values

Our mission is to share the cultural, wellbeing and social benefits of opera with our local community in Kensington & Chelsea and beyond. We do this by:

- Staging affordable and accessible, high-quality opera productions at our open air theatre in the centre of Holland Park
- Working with our family of freelance performers and creatives to bring opera to those for whom traditional theatre productions are inaccessible
- Providing opportunities for emerging talent in the opera industry to develop their skills and gain experience in a supportive environment
- Using our platform as a respected arts organisation to dispel stereotypes and spread the message that opera is for everyone

As a company and a community, we work together to make sure everything we do embodies our values:

- Creativity – Whether we're producing our summer opera festival, building our theatre in the heart of Holland Park, or looking for ways to make opera accessible to new audiences, creativity is central to our work.
- Community – Opera Holland Park is not just a company but a community, made up of all the people who support us, work with us, see our shows and take part in our events and workshops. Through our outreach and education work, we aim to welcome as many people as possible from the local community into the Opera Holland Park family.
- Integrity – We are a company with integrity. Every one of us believes wholeheartedly in the importance of each project we work on. When it comes to our productions, we strive to get to the heart of the stories that make opera such a compelling art form.
- Respect – As a company and a community, our respect for one another defines how we work together in the rehearsal room, offices, backstage and beyond. It also defines our relationship with the historic site where our theatre is based, and our approach to the environment and sustainability.
- Passion – What unites us as a community is our passion for opera, for the cultural, wellbeing and social benefits classical music can offer, and for showing that this profoundly human, 420-year-old art form is for everyone and is still relevant today.



Children on the site of Opera Holland Park Theatre at our 2021 outdoor performance of Pirates from Penzance after the pandemic



Chelsea and Westminster Hospital Community Choir performing at the Age UK Valentine's Day Tea, 2023 © Opera Holland Park

Job Description

Job Title: Development Coordinator (Members and Envoys)

Department/Team: Development

Reports to: Director of Audiences and Engagement

Contract type: Permanent

Location: Mixture of remote and office working (Kensington)

Hours: 40 hours per week, core hours are between 10am and 6pm. Some evening and weekend work will be required.

Salary: £27,000 per annum

Purpose of job

The Development Coordinator is a crucial role in Opera Holland Park's fundraising team. As the primary relationship manager with our Silver/Gold Members and Envoys, they will help to build lasting relationships and offer general administration support for the department.

They will be responsible for drafting renewal and thank you letters and other communications to Members and Supporters, ensuring company messaging is represented at all times.

They will assist in the delivery of hospitality and events, greeting donors during the summer festival of opera at the private Members Bar, as well as administrative tasks such as financial reporting, direct debit coordination, helping to submit Gift Aid claims, and inputting donor data on the ticketing system (Spektrix).

This is a fantastic opportunity for an enthusiastic and organised individual, looking to expand their fundraising experience in a small and friendly team. This position provides the opportunity to build on administrative skills as well as donor/stakeholder relationships across all aspects of the Development portfolio.



Day in the life

Every day looks a little bit different, but you might find yourself sending out renewal and thank you letters to Members and Supporters, liaising with donors about their membership, organising small donation campaigns, managing event RSVPs including for our fundraising gala and other member events, processing complimentary ticket requests, processing direct debits, liaising with the finance team on donations, or helping to process a Gift Aid claim.

During the season, you will spend some evenings at the Opera Holland Park Theatre, stewarding our high level donors in our Private Members Bar.

Practicalities, role expectations and accessibility

The Development Coordinator role can be busy. We're a small team, with a lot to do, especially in the lead up to the summer season of opera. However, the work is very rewarding too.

The theatre site, where performances, rehearsals, and most events will be held, is fully wheelchair accessible, with step free access to the majority of areas. For more information, have a look at our access page [here](#).

Most of the team work some days at home and some at the office in Kensington. There will be some travel across London for meetings or events.

Role outline

Income and relationships

- Lead all aspects of the Gold, Silver and Envoy membership schemes, including strategy, recruitment, fulfilment and renewals
- Develop strong relationships with Members and Envoys to ensure an engaged and committed supporter group

Membership growth

- Develop strategies with the Director of Audiences and Engagement to grow Silver, Gold and Envoy membership schemes, and cultivate existing supporters to increase their giving

- Work with development colleagues, trustees and the Ticketing and Customer Insights Manager to identify, cultivate and secure new support

Communications and database management

- Draft and send out thank you/renewal letters for Silver, Gold and Envoy Members, including by post and automated correspondence
- Schedule Member communications through Dotmailer, working with the marketing team on key messaging
- Maintain donor records on our ticketing system (Spektrix) and maintain donor development timelines
- Compile supporter acknowledgments for use in the programmes and on the website
- Be one of the first points of contact for the department and provide five-star customer service for all supporters and prospects

Finance

- Process direct debit renewals each month
- Process and reconcile donations in liaison with the finance team
- Assist with the financial reporting of memberships and other income

Events

- Attend and assist in the delivery of Member and Supporter events, including the annual fundraising Gala dinner
- Assist with staffing the Ensemble, our private Supporters Bar, during the summer season and in particular stewarding high level donors and prospects

Development administration

- Generate ideas for donor acquisition campaigns
- Execute small donation campaigns

Undertake other tasks as may be reasonably requested





Key relationships

- Director of Audiences and Engagement
- Head of Marketing
- Development team
- CEO and Director of Opera
- Ticketing and Customer Insights Manager

Person Specification

Essential criteria

- Experience in fundraising, membership or customer service
- Excellent sense of initiative, proactive
- Experience of working across teams with a collaborative approach
- Strong written and verbal communication skills
- Strong IT skills
- Numerate
- Ability to prioritise and manage a varied workload

Desirable criteria

- Experience using a CRM system (Spektrix preferred)
- Enthusiasm for and knowledge of the performing arts and Opera Holland Park

How to apply

To apply for this role, please:

1. Download the Application Form [here](#) (also available in large print)
2. Complete the anonymous Equal Opportunities Monitoring Survey [here](#).
3. Complete the Application Form, and email it as an attachment (either in Word or PDF format) to info@operahollandpark.com. Please make sure you demonstrate how your skills and experience meet the person specification provided. There are some tips in the form to give you guidance on how best to do this.
4. We also accept applications in video or audio format. If you would prefer to apply in this way, please email a link to your video to the email address provided. As a guideline, you should aim for a recording of around 5 minutes, and you should answer all the questions on the Application Form

We will be accepting applications until **20 May at 10am**. Any application received after this may not be included in the recruitment process.

We aim to reply to all applicants with the outcome of their application within two weeks of the deadline. We will provide feedback to all applicants, regardless of the outcome of your application.

Equal Opportunities

Opera is for everyone. We commit to creating opera for all people, and working with all people to create opera. We believe it is essential to nurture new and diverse talent, onstage and off. The more diverse our workforce, the stronger our community and the better able we are to achieve these aims.

We are particularly keen to receive applications from people of a variety of ethnic backgrounds, people with disabilities and people who identify as members of the LGBT+ community, as these groups are currently under-represented at Opera Holland Park. We are taking positive action by guaranteeing a first round interview to any candidate who self-identifies as having one or more of these backgrounds and have experience in Front of House settings. If you regard yourself as someone who meets these criteria, please state so clearly on the email you send your application on.

Access

We are committed to making our recruitment process as accessible as possible. As part of this, we will:

- Provide detailed access information for all roles to the best of our knowledge at the time of recruitment
- Provide our Recruitment Pack and Application Form in a variety of formats, including large print
- Accept applications in written, video, and audio format
- Provide interview questions to all shortlisted candidates in advance
- Commit to offering interviews to all candidates who self-identify as disabled and meet the essential criteria

Contact us

If you have any questions about this role or our recruitment process, or if you wish to discuss any adjustments to make our recruitment process or workplace accessible to you, please don't hesitate to get in touch at info@operahollandpark.com. We will be very happy to hear from you.

Thank you for your interest in Opera Holland Park.



Audiences from the stage at Opera Holland Park, 2022 © Opera Holland Park