

Job Description

Job Title:	Membership Officer	Department:	Relationships
Responsible To:	Fundraising Manager	Salary:	£24,000
Location:	Pitlochry	Position Type:	Permanent
Working Hours:	Full-time (35 hours) Annualised Contract		
Key Relationships	<p>The post holder reports to the Fundraising Manager</p> <p>The post holder will work closely with members of the Relationships Department to drive sales and maximise revenue opportunities.</p> <p>They will work closely with Box Office colleagues to ensure an effective and high quality, customer service experience for all our visitors to Pitlochry Festival Theatre.</p>		
Context	<p>For over 70 years, we've been Highland Perthshire's artistic heart and soul, sitting on the edge of the River Tummel and looking out to Ben-y-Vrackie. Established in 1951 as Scotland's Theatre in the Hills, Pitlochry Festival Theatre offers a theatrical experience unique in the UK - a summer season performed in repertory, allowing audiences to enjoy six different productions in six days, all performed by a resident company of actors. Now attracting over 100,000 visitors each year, we're not just a venue - we're also famous for producing large-scale plays and musicals that delight theatregoers of all ages.</p> <p>As part of our mission to create, nurture and inspire, we encourage interactive creativity through our programme of festivals, workshops and other events for young people, families, writers, and professional creatives.</p> <p>We are also transforming our physical space with our bold and ambitious VISION 2021 capital development. Including a 172 seat Studio theatre and a reconfigured Front of House, as well as the reinstatement of our stunning outdoor performance spaces, our Theatre Campus will enable us to improve lives by sharing Pitlochry with the world and the world with Pitlochry.</p>		
Purpose and Key Accountabilities	<p>The key purpose of the role is to develop and maintain a positive relationship with our key stakeholders and support the objective of increasing membership and funds for the Theatre.</p> <p>The key accountabilities for the post holder will be to help coordinate all the stakeholder and specifically membership activities and fundraising initiatives for the Theatre.</p>		



Key Tasks:

Membership Management	Manage and grow the membership programme by creating and implementing plans to upgrade existing members and engage new members.
	Devise, coordinate and deliver experiences for Members including events etc.
	Provide regular reporting on Member engagement and develop and deliver a programme of communications and campaign materials for promotion, cultivation, stewardship and retention, ensuring members are satisfied and engaged.
	Develop partnerships, create ways of engaging and activating current and prospective partners both within the community and further afield.
Fundraising Management	Coordinate the engagement and cultivation activities to involve stakeholders by creating bespoke events ranging from entertaining potential supporters, backstage tours, thank you events and utilise corporate events.
	Manage the invitation process including the invites list, ensuring details are recorded on the database.
	Co-ordinate communications with donors through print and digital media, including website, email social media to ensure an effective stewardship of donors, helping to build upon our community of supporters.
	Ensure effective fundraising communications by working closely with Marketing.
Fundraising Operations – Database, Research	Update our contacts within Spektrix regularly and develop the fundraising function within the database to ensure best practice.
	Develop the Donor Research function for identifying potential new major donors and links to possible partnerships and corporate sponsors which will include desk research and collating information from across the Theatre’s staff. Draft briefings and assist in proposal writing.
Compliance	Liaise with Finance to ensure effective banking and thanking of gifts and ensuring Gift Aid returns to HMRC are done on a regular basis.
	Ensure compliance with data protection and fundraising regulation.
Environmental	To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts.
Health and Safety	To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974.
	Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
Other	To champion and promote organisational values and behaviours and act as an ambassador for the Theatre.



Pitlochry Festival Theatre | +44 (0)1796 484626
 Registered Office: Port-Na-Craig, Pitlochry PH16 5DR
 Company Limited by Guarantee: Registered in Scotland SC029243
 Regulated by the Scottish Charity Regulator (OSCR) SC013055



	To always act in the best interests of the Theatre and in line with all company policies.
	Any other duties or projects required by the Executive Director or Board of Trustees to ensure the general smooth and efficient operation of the buildings and organisation.
	Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required.
	Actively promote staff welfare, development and training opportunities throughout the Theatre.



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Person Specification

Our purpose and our values

We exist to improve lives by sharing Pitlochry with the world and the world with Pitlochry.

We do this:

- By creating theatre that excites, engages, and challenges.
- By inspiring imaginations, senses of adventure, and new levels of understanding that change worlds.
- By nurturing environments to encourage wellbeing, growth, connection, and a sense of belonging.
- By exploring new ways of seeing and collaborating.

In everything we do we are creative and respectful and in every situation we are collaborative and empowering.

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

Requirements	Essential	Desirable	Assessment Method
Qualifications and Knowledge	Educated to degree level, or equivalent proven work experience		Application/ Interview
	Experience of working in a fundraising environment	Working knowledge and experience in use of Spektrix	Application/ Interview
	Experience in using and overseeing databases, ideally in a fundraising or customer relations context	Experience of working in a customer serving environment.	Application/ Interview
	Experience in organising events	Experience of dealing with a range of customers and resolving customer service issues.	Application/ Interview
		Up to date knowledge of data protection legislation	



Requirements	Essential	Desirable	Assessment Method
Skills and Abilities	Able to use a range of IT platforms; databases, spreadsheets, word processing, PowerPoint, Outlook.		Application / Interview
	Comprehensive and flexible communications skills		Application / Interview
	Ability to work well in a team		Application / Interview
	Excellent written and verbal skills		Application / Interview
	Friendly and professional		Application / Interview
	Active listening skills		Application / Interview
	Ability to multi-task and work well under pressure		Application / Interview
	Excellent interpersonal skills		Application / Interview
	Flexible and diplomatic		Application / Interview
	A problem solver with a can-do attitude		Application / Interview
	Attention to detail		Application
Personal qualities	An affinity for the purpose and work of the Theatre and a passion to play a key role in shaping and achieving the Theatre's success	An understanding of the Theatre's role within its wider communities	Application / Interview
	Someone who is excited by the challenge of expanding a fundraising function in a successful institution	Passion for the arts	Application / Interview



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