



EDINBURGH INTERNATIONAL FESTIVAL

Introduction

The Edinburgh International Festival is an unparalleled celebration of the performing arts and an annual meeting point for peoples of all nations. With a deep commitment to virtuosity and originality the International Festival presents some of the finest performers and ensembles from the worlds of dance, opera, music and theatre for three weeks in August.

Over the course of the year, the International Festival team travels the world to bring together an unrivalled programme of the most exciting and creative artists working today. Together, we present unique collaborations, world premieres, new interpretations on classic works, critically acclaimed productions and more – that thrill, move, excite and entertain audiences from around the world. All in one place, right here in Scotland.

One of the world's most beautiful and historic cities, Scotland's capital is transformed into a rich, bubbling melting pot of creative talent, where every day and night offers exciting possibilities to make new discoveries or catch some of the biggest names in the performing arts on stages and in concert halls across the city.

We are committed to enriching people's lives through the arts and contribute to the cultural and social life of the City of Edinburgh and of Scotland. Our programmes of community engagement, professional development and creative learning for young people run throughout the year, reaching the widest possible audiences.

Compelling, exciting and often surprising, the International Festival is, quite simply, an unmissable experience.



EDINBURGH INTERNATIONAL FESTIVAL

Job Title	Membership Officer
Reports to	Individual Giving Manager
Works with	All members of the Sponsorship & Development Team; the Marketing Team; Box Office (Hub Tickets); Finance Team
Job Purpose	To manage and administer the Friends and Patrons Membership programme; to ensure a first class service to all individual supporters of the International Festival; and to act as a first point of contact for all levels of Membership within the Sponsorship & Development Department and to build meaningful and productive relationships with Members and donors.

Responsibilities

- Responsibility for administering the Membership programme including renewals, new members, lapsed members and donations; ensuring prompt response to all enquiries by post, email, or online, sending thank you letters, processing payments (for memberships, donations and Members' events) and direct debit mandates and updating records on Audience View (database and box office system).
- Work with the Individual Giving Manager and Head of Development to develop and implement special membership recruitment appeals for Friends and Patrons as appropriate and encourage individuals to increase their giving and membership levels.
- As required, to supervise the assistance of support staff for processing and other administrative tasks relating to memberships and donations.
- In conjunction with the Individual Giving Manager, to organise and attend an annual programme of events for all tiers of Membership to deepen engagement with the International Festival and to steward and cultivate donors at all levels, representing the Edinburgh International Festival and Sponsorship & Development department.
- Assist the Individual Giving Manager and Head of Development to devise and implement donation appeals for regular giving and single gifts.
- Provide input and write articles and features, where appropriate, for Members' newsletters, e-bulletins and the EIF website using the EIF brand and style guidelines.

- Regularly run and monitor performance reports and analysis from the database on Membership income and levels to monitor progress of campaigns in line with KPIs and reconcile membership income on a daily basis.
- Respecting Members' and donors' wishes for communication, confidentiality and personal information, keeping accurate records for GDPR and PECR purposes and any other legally binding regulations.
- Maintaining Gift Aid records, including requests for signed gift aid declarations and confirm verbal gift aid declarations and logging these on the database.
- To participate in team meetings, to work with colleagues to improve knowledge and skills, and to have a commitment to professional development and learning about fund-raising (there is a training budget that the Sponsorship & Development team is encouraged to access, to help support the requirements of the role and the development of staff).
- To build productive working relationships internally and externally.
- To undertake any other duties as requested by the Individual Giving Manager, Head of Development and the Development Director.

Person specification

Essential

- Demonstrable experience of managing and administering membership schemes
- Demonstrable experience of successfully planning and delivering events
- Understanding of stewardship and delivery of benefits to donors and members
- Ability to handle sensitive information and respect confidentiality and an awareness of GDPR
- Good numeracy and planning skills
- Demonstrable success in a role where close attention to detail is required
- Excellent interpersonal and customer relation skills;
- Strong written and verbal communication skills with a first class telephone manner.
- Copywriting skills for newsletters, appeals, online content and communications to members
- Experience of working with databases, Microsoft Word and Excel, and email marketing platforms
- Experience of working with direct debit and other payment processing systems or an ability to quickly learn such systems.
- You will be self-motivating and flexible, capable of working on own initiative and collaboratively as part of a small team, with an ability to work under pressure and adhere to strict deadlines
- A minimum of two years relevant experience or equivalent

Desirable

- Educated to degree level or equivalent
- An enthusiasm for and interest in the arts
- Experiences of working with a database such as Audience View
- Marketing/PR and social media experience in particular an understanding of the different communications methods

Terms and Conditions

Working days/hours	9.30am to 5.30pm Monday to Friday, however during the Festival and at other times these hours may be considerably extended. No overtime will be payable or time taken off in lieu.
Contract type	Permanent, full time
Salary	Circa £21,000, depending on experience
Holiday entitlement	22 days per annum plus 3 days which must be taken between Christmas and New Year and an additional 10 public holidays.
Pension Scheme	The International Festival will comply with the employer pension duties in accordance with Part 1 of the Pension Act 2008, as amended or replaced from time to time.