JOB DESCRIPTION

Job Title: Development Manager

Contract type: Full-Time, permanent

Reporting to: Director of Audiences and Development

Salary: £33,967

Location: Queen's Theatre Hornchurch, with hybrid working options available

Holiday: 20 days holiday pro-rata during each holiday year, plus public holidays (rising to 25 days with length of service). The holiday year runs from 1 April to 31 March.

Contract: 39 hours a week, including potential evenings, weekends, and public holidays. Time owed will be repaid as time off in Lieu

Period of Notice: 2 months

Purpose of the Role

The Development Manager will play a key role in growing philanthropic and community support for Queen's Theatre Hornchurch. This is a hands-on role focused on delivering fundraising activity, supporting income generation through campaigns, events, partnerships and donor stewardship.

Working closely with the Director of Audiences and Development and colleagues across Marketing, Box Office, Finance and Front of House, the postholder will deliver a programme of fundraising activity including memberships, small to mid-scale trusts and foundations, community fundraising, sponsorship and local business partnerships. The role supports QTH's audience development, artistic programme and wider financial resilience.

This role will suit someone who is organised, proactive and confident in delivering fundraising activity, and who can bring practical ideas that connect with QTH's diverse communities.

Key Responsibilities:

Fundraising Campaigns & Income Generation

- Develop and deliver audience-focused fundraising campaigns that support theatre programming, community engagement and audience development.
- Identify and implement practical income opportunities, such as round-up donations, maximising Gift Aid and testing messaging at key audience touchpoints.

Events & Community Fundraising

- Plan, promote and deliver fundraising events including donor evenings, community fundraising activities and quizzes.
- Work collaboratively with colleagues and volunteers to ensure events are well organised and provide a positive supporter experience.

Trusts, Memberships & Partnerships

- Research, write and submit applications to small to mid-scale trusts and foundations aligned with QTH's artistic, educational and community activity.
- Review and refresh QTH's membership schemes, sponsorship offers and local business fundraising opportunities.
- Develop proposals to support income from individuals, trusts and community partners.

Donor Stewardship & Supporter Care

- Support and steward donors, members and supporters through appropriate communication, recognition and reporting.
- Ensure donor recognition is accurate and visible across digital, print and in-venue materials.

Digital Fundraising & Communications

- Work with the Marketing team to create fundraising content for email, web and social media.
- Use storytelling to promote QTH's charitable activity and encourage supporter engagement.

Monitoring, Reporting & Compliance

- Maintain accurate donor records using the CRM system.
- Track fundraising income and prepare reports for internal and external stakeholders.
- Ensure all fundraising activity complies with GDPR, Gift Aid requirements and Fundraising Regulator guidance.

Planning, Collaboration & Good Practice

- Contribute to the delivery of agreed annual fundraising plans, supporting the Director of Audiences and Development by tracking activity and progress against targets.
- Stay informed about QTH's artistic programme and community work, working with colleagues across departments to support clear and relevant cases for support.
- Build and maintain networks with fundraising colleagues in the arts and charity sectors, sharing learning and good practice with QTH.
- Contribute positively to QTH's inclusive, collaborative and community-focused culture, supporting volunteers involved in fundraising activity where appropriate.

General

- Keep up to date with emerging technologies and industry trends to improve efficiency and fundraising potential.
- Maintain a working knowledge of the theatre's programme, strategy and business plan.
- Attend staff meetings / training as required.
- Adhere to Queen's Theatre Hornchurch policies and procedures and act as an ambassador for best practice.
- The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.
- The post-holder may be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

Person Specification:

Essential

- Experience delivering fundraising campaigns.
- Experience stewarding and supporting donors or supporters.
- Experience writing funding applications.
- Experience planning and delivering fundraising or community events.
- Strong written and verbal communication skills.
- Experience using CRM or database systems to manage supporter data.
- Understanding of fundraising compliance, including GDPR and Gift Aid.
- Awareness of current fundraising trends and inclusive fundraising practices.
- Proactive, organised and hands-on approach.
- Strong interpersonal and relationship-building skills.
- Commitment to inclusivity, ethical fundraising and community values.
- Collaborative, adaptable and solution-focused.

Desirable

- Knowledge and experience of working in Outer East London / Essex.
- Experience working in an arts, cultural or visitor attraction setting.
- Experience of fundraising in the arts or cultural sector.
- Experience working with local businesses, sponsorship or partnerships.
- Experience delivering community fundraising activities such as quizzes or raffles.
- Familiarity with audience development or community engagement approaches.
- Enthusiastic communicator with an interest in storytelling.