

## Job Summary

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### Membership and Philanthropy Officer

**Reports to:** Head of Philanthropy

**Works closely with:** Development Director

**Salary** £30,000 - £34,000 (depending on experience)

**Contract:** Permanent

**Hours:** This position involves working flexible hours as necessary to fulfil the duties of the post. The minimum hours are 35 per week. Normal office hours are 10am – 6pm Monday to Friday. We expect four core days in the office Monday to Thursday, with the option to work from home on Fridays. You will be required to work some weekday evenings and very occasionally on the weekend.

**Holiday:** 25 days per annum pro rata, rising by one day per full financial year served to a maximum of 30 days.

**Probation Period:** Three months

**Notice Period:** One month during probation, two months thereafter

**Benefits include:** Contributory Pension Scheme; Season Ticket Loan Scheme; Training and development opportunities

### About the Young Vic

The Young Vic has always been more than a theatre – bigger than a

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building; it's a set of values that uphold the conviction that theatre is an indispensable part of civic life. Whether on our stages at our home on The Cut, touring to schools and community centers across South London, premiering a play in the West End or on Broadway, streaming our work across the country and around the world – we are actively working to be a theatre for everyone.

## **Our Anti-Racism Commitment**

Our leadership team and staff share a joint commitment to prioritising the wellbeing of Black and Global Majority people at the Young Vic. We are working together to create a culture of care for all, but especially those with lived experience of racism, and we commit to holding each other accountable for building and maintaining this culture. We believe that making the Young Vic an anti-racist organisation makes the culture better for everyone.

## **The Language We Use and Why**

We believe that language is important and empowering. Where possible we are specific as possible with our language, and avoid defaulting to umbrella terms or making assumptions about people's identity or experience.

When we can't be specific, we say 'Black and Global Majority' instead of phrases like 'Person of Colour' and 'BAME'. This is because the term 'Black and Global Majority' does not center whiteness, and is also factually true - over 80% of the world's population make up the Global Majority.

## **Our Values at the Young Vic**

We are committed to creating an inclusive environment where everyone is treated with fairness, dignity, respect and importance, and shows respect for themselves, others and our community regardless of seniority or area of work. Our values are as follows:

**We believe theatre is at its best when everyone participates.** We begin by asking, who isn't here that should be? Then we make certain they are. At the Young Vic, everyone belongs, everyone is welcome.

**We are driven by relentless curiosity and debate.** We believe in the power of stories to help us see the world in new ways. We believe in being a forum for discussion and opposing views, in the possibility of fostering

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understanding and shifting perspectives.

**We believe in pioneering and leading into the unknown.** We innovate in how we make work and how we share it. We push against the status quo to challenge whose voices are celebrated, and whose stories are told.

**We are led by the creativity of our people and the limitless possibility of imagination.** We believe in pushing limits and reimagining what's possible. We make space for the unexpected, and we move quickly to make the most of opportunity. We collaborate: working together to achieve shared goals. We believe our organisation is made stronger by including varied and unique perspectives and talents in every aspect of our work. We are committed to reflecting the great diversity of our city onstage and off.

**We prioritise kindness, we lead with heart, with care, and with the wellbeing of our people**

our staff, participants, volunteers, theatre makers, civic leaders, advocates, supporters, and audience members.

**We are committed to openness rooted in trust.** We believe in being held to account - apologising when we've not upheld our values or when we've caused hurt or confusion, and learning from our mistakes.

## **Development Department**

Each year the Development Department is responsible for raising c.25% of the Young Vic's income to enable great work on our stages and, vitally, in our communities. With philanthropy and memberships equating to around half of our annual fundraised income in 25/26, this is a huge area of opportunity and growth and in 2026 a refreshed membership scheme, driven by excellent donor stewardship and benefit delivery, will be vital to securing targets. Led by a newly appointed Development Director, we are a fast-paced team of six, with ambitions to majorly increase income back to pre-pandemic levels.

## **About the Role**

This is an exciting opportunity for someone looking for their next role in fundraising at an exceptional moment for the Young Vic under the new artistic direction of Nadia Fall OBE as she launches her second season in Spring 2026, alongside the launch of a new website and a refreshed fundraising strategy.

This role is pivotal in shaping the future of our supporter engagement and income growth. For the first time in a decade, you will lead the launch and delivery of a renewed membership scheme that ensures our membership offer is compelling, competitive, and aligned with our artistic vision. We are now looking for a proactive, proficient and dynamic fundraiser to drive membership growth. Increasing income will be central to your success, alongside providing the highest possible customer care, delivering exceptional stewardship and building meaningful relationships with our members and individual donors.

## Job Description

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### Membership and Philanthropy Officer

#### Membership Strategy

- Work with the Head of Philanthropy to deliver a convincing membership strategy in line with the wider philanthropy strategy including:
  - Delivering the launch of the newly refreshed membership scheme, ensuring you are competent with the assigned benefits and can speak compellingly about the offer, making sure the scheme remains competitive and attractive
  - Identifying and researching potential supporters from ticket booking data and other resources, and work with team members, Trustees and the Development Board to identify prospects, establish connections and build relationships
- Undertake research and analysis of member trends and benefits to drive renewals, upgrades, and engagement
- Work with Marketing to create a compelling campaign to drive forward membership recruitment at point of sale, season announcements and on-sales
- Identify and implement innovative campaigns to recruit and retain members and secure support, collaborating with the Head of Philanthropy and wider team
- Work with Development Director, Head of Philanthropy and Head of Finance to monitor income and expenditure against budget, proactively addressing discrepancies and contributing ideas to increase revenue
- Work closely with Marketing, Ticketing, and Welcome teams to maximise member engagement and visibility
- Build meaningful relationships with all supporters – providing exceptional customer service, attend regular face to face meetings and ensure all members are engaging with their benefits and the life of the Young Vic
- Act as a champion for fundraising and a membership culture across the organisation.

#### Philanthropy Support

- Support the Head of Philanthropy in utilising research of members to identify those with capacity to give above £5k

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- Support Head of Philanthropy in facilitating face-to-face meetings with key supporters, preparing research and donor briefings when necessary for internal and external stakeholders
- Work with Head of Philanthropy and Marketing to deliver a communications programme for supporters to increase loyalty and provide excellent stewardship - selecting appropriate stories, drafting event highlights, impact reports, and other materials such as supporter newsletters and wider collateral
- Create and maintain accurate records in the departmental database Spektrix including contact information, interactions, proposals, pledges and gifts. Continually improve and streamline processes with Development Director.

## **Gift processing & Administrative Duties**

- Act as the first point of contact for members, delivering exceptional customer service via phone, email and in-person
- Manage day-to-day membership administration, including ticket bookings, accurate Spektrix management, and operational process improvements
- Process donations from individuals, including monitoring BACS and other transfers and keeping donor records up to date, ensuring all information is saved on the Young Vic SharePoint and Spektrix
- Oversee all supporter communications, including newsletters, priority booking updates, renewals, and onboarding materials
- Prepare acknowledgements and thank-you letters for all levels of individual support
- Handle compliance tasks such as Gift Aid claims, VAT reconciliation, and ensure data integrity
- Streamline membership engagement processes to deliver an efficient and positive joining experience

## **OTHER DUTIES**

- Attend internal and external meetings as required
- Support the Development Team's wider ambitions by assisting and attending fundraising events relevant to the team's fundraising goals including supporters' evenings, press nights and cultivation events as appropriate
- Take on other relevant tasks and responsibilities as required by the Head of Philanthropy & Development Director

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- Be engaged in the Young Vic's work, attending previews/press nights and regularly attending Taking Part projects and workshops
- Represent the Young Vic as required, and act with the best interests of the Young Vic at all times
- Embody the YV ethos & values, including adherence to our policies such as Ethical Giving, Health & Safety, Safeguarding, Environmental and Equality, Diversity & Inclusion.
- Follow the Code of Fundraising Practice and guidance from the Fundraising Regulator
- Respect confidentiality and follow best practice around data, including adherence to the Data Protection Act 2018 (GDPR).

## Person Specification

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### Membership and Philanthropy Officer

#### Essential

- Experience of developing great donor or stakeholder relationships, both in person and in writing
- Ability to track and record income, ensuring accurate financial records and some knowledge of financial reconciliation
- Experience of working with Spektrix, or demonstrable experience with other CRM software
- Excellent written and verbal communication skills (on the phone and in person) including ability to prepare reports and meet donors in person
- Excellent attention to detail and strong organisational skills
- Excellent Microsoft Office skills, including Word, Excel, PowerPoint, and Outlook
- Demonstrated knowledge, understanding and passion for fundraising and the arts – particularly an understanding of membership programmes and campaigns and fundraising for projects
- Proven experience of working effectively as part of a team, including using own initiative and being a supportive team member with the ability to work calmly under pressure with colleagues and stakeholders in all types of interactions
- The ability to maintain professionalism and confidentiality when dealing with sensitive information and business matters.

#### Desirable

- Experience of working in a fundraising or marketing team
- Experience of working with Box Office or ticketing systems
- Understanding of GDPR, UK Gift Aid rules, the Data Protection Act, VAT rules, and other relevant legislation concerning fundraising
- An interest and passion for theatre and the work of the Young Vic.