

**Patrons Manager**  
**Development Department**  
**Salary £27,000 plus attractive benefits**  
**(Maternity cover contract lasting approximately 12 months)**

The Royal Academy of Arts is one of the UK's foremost arts institutions, famous for its world class exhibitions including Manet, Anish Kapoor and David Hockney. Our purpose is to be a clear, strong voice for art and artists. Our public programme promotes the creation, study and enjoyment of art to a wide range of audiences through exhibitions, education and debate.

The Development Department plays a vital role in the success and growth of the Royal Academy of Arts as a dynamic and independent institution. We are now looking for a talented and experienced Patrons Manager to join the team and help realise the ambitions of this world renowned institution.

You must have extensive experience of identifying, recruiting and delivering benefits to Patrons (within an arts setting/environment) with excellent knowledge of the London and international contemporary art scene.

You will be able to quickly forge strong relationships with the Academy's supporters. Socially confident, articulate and persuasive, you will have excellent presentation and organisational skills with a thorough knowledge of budget management. You will be comfortable working to targets.

Well-honed IT skills together with database knowledge (preferably Raiser's Edge) are essential.

You must fill in an application form to apply for this role. Please see the 'How to apply' section of our website <http://www.royalacademy.org.uk/careers-at-the-ra>

**Closing date for applications: 22 April 2014**  
**Interviews to be held: 29 April 2014**

## **JOB DESCRIPTION**

**Title:** Patrons Manager  
**Department:** Regular Giving, Development Department  
**Reports to:** Head of Patrons

## **MAIN OBJECTIVES**

- To identify, cultivate and recruit individuals for two of the major sub groups of Royal Academy Patrons and support the cultivation of recruitment of all other Royal Academy (RA) Patrons Groups
- To develop strong and enduring relationships with to ensure high retention, yield and income targets are met.
- To retain and increase membership numbers and work to defined targets.
- To work cooperatively within the Regular Giving team and across the Department to ensure the smooth flow of communications and information and appropriate support is given to ensure the achievement of the overall Development Department targets.

## **MAIN DUTIES**

- In conjunction with the Head of Patrons and the other Patrons Managers, manage the cultivation and recruitment of new Patrons.
- Identify new Patron prospects from internal sources including the Friends database, existing and senior Volunteer contacts, and co-ordinate and monitor the cultivation and recruitment of these contacts.
- Act as the main point of contact for specified Patron Chair and Committee Members. Co-ordinate the planning and delivery of committee meetings and follow up actions.
- Work closely with the other Patrons Managers to identify prospects specific to all Patrons sub groups where appropriate, including the Contemporary Circle, RA Patrons, Benjamin West Group, Schools Patrons, Young Patrons and Japanese Committee of Honor.
- Undertake strategic research, planning and delivery of the Patrons' programme of internal, external, cultivation and international programme of events and provide input and support of all other Patrons events as may be appropriate.
- Nurture relationships with Patrons to identify individual ability to upgrade current memberships and match their interests to specific projects, in liaison with the Project Giving or Major Gifts & Events teams.
- Work closely with the Head of Patrons to oversee the reporting schedule for Patrons budgetary performance, including new, upgrading lapsed and downgrading Patrons.

- Ensure all Patrons' activity remains fully compliant of HMRC Gift Aid legislation, and effectively research and communicate any subsequent changes.
- Work with the team to consider how Patrons might strategically benefit the overall capital campaign.
- Ensure all Patrons' financial and cash handling processes are consistent with and conform to the overall Patrons standard operating procedures.
- Effectively and proficiently use the Development Database (Raisers' Edge) to track all approaches, donor agreements, benefit delivery and events management. Work with other members of the team to input relevant information into the system.
- Ensure own knowledge of the RA and its activities and programmes are comprehensive through attendance at required internal meetings and regular liaison with all RA departments.
- Represent the Patrons' programme and the RA, organise relevant Patron Committee meetings and work closely with the Chairs of these groups to meet targets.
- Conform to departmental systems for information, communication and financial management.
- Take responsibility for own administration, devise and implement appropriate processes and procedures to achieve agreed targets.
- Promote the profile of the Department by assisting the Head of Patrons or other senior officers at events.
- To adhere to all H&S policies.
- Undertake any other duty which may reasonably be allocated by the Head of Patrons or other senior member of staff.

## PERSON SPECIFICATION

### KNOWLEDGE

- Excellent knowledge of the London and international contemporary art scenes.
- Up-to-date knowledge of HMRC Revenue & Customs rules on tax efficient giving.
- Comprehensive knowledge of the Royal Academy of Arts and its various activities.

### SKILLS

- Excellent interpersonal and communication skills: socially confident, diplomatic, with strong advocacy skills – to build solid and enduring relationships with patrons and potential patrons.
- Highly computer literate; with specific knowledge of database applications – particularly specialised systems designed to complement patron/membership schemes and income generation. Knowledge of Raisers' Edge database system would be an advantage.
- Ability to gather and present information, compile reports, make recommendations, set realistic timetables, monitor progress, resolve difficulties and ensure plans are fully and successfully implemented.
- Strong project management skills, well organised and an excellent administrator.

### EXPERIENCE

- Demonstrable experience of fundraising and sales and marketing.
- Experience of working with Patrons/High level donors and/or a membership scheme within the arts or charitable sectors.
- Experience of budget monitoring and contributing to financial forecasting.
- Experience of events and their management, including strategic research and implementation.
- Experience of working with boards and committees would be advantageous.
- Experience of dealing with UK and International senior volunteers.
- Ability to work in a target driven environment and achieve results.

### PERSONAL QUALITIES

- Must have an adaptable and flexible approach to work to achieve agreed deadlines within tight schedules and under pressure.
- Likely to thrive in a demanding and fluid working environment where demands and requirements are unpredictable and prone to last minute changes.
- Active interest in and extensive knowledge of the visual arts and architecture.