

JOB DESCRIPTION: Membership & Executive Assistant (full-time)

Salary:	Commensurate with experience
Reporting to:	General Director
Based:	London
Hours of work:	9.30 - 5.30 Monday to Friday. Reasonable extra hours may from time to time be required, in accordance with the needs of the business (time off in lieu will be given as we do not pay overtime)
Holiday:	25 days per year plus 8 public holidays
Notice period:	Three months after an initial one-year probationary period, during which the notice period is one month on either side
Pension:	The Company currently contributes 3% to an auto-enrolment pension
Key relationships:	General Director, Fundraising Executive Assistant, Finance & Administration Manager

The Membership & Executive Assistant is a key member of our dedicated and highly motivated team and will be responsible for a wide range of tasks to provide direct support to our General Director from within the office.

Key Areas of activity will include:

EXECUTIVE ASSISTANCE

- Keeping the General Director's diary up-to-date and accurate
- Organising meeting times and locations both in the UK and abroad, booking individual travel (in conjunction with the Tour Manager when part of a group tour)
- Assisting in maintaining a positive relationship with our host and corporate partner, including sorting logistics (liaising with security regarding building access and resolving office-related issues)
- Being the first point of contact within the office (by telephone and email), answering enquiries/ensuring all enquiries/information are forwarded to the appropriate members of the team in a timely manner, and projecting a professional, friendly image at all times

FUNDRAISING ASSISTANCE

- Maintaining our supporters' database, ensuring the information is accurate and up-to-date including creating new constituent records and entering gifts and Gift Aid information
- Updating the website with any changes to our membership scheme
- Supporting the Fundraising Executive Assistant with timely membership renewal reminders, acknowledgements and the production of a monthly updates to MCO subscribers and quarterly newsletters for the American Friends of the Monteverdi Choir and Orchestras
- Assist with recording RSVPs to concerts and events and keeping guest lists up to date
- Attending events as a representative of the Monteverdi Choir & Orchestras
- Liaising with venues to purchase tickets for concerts for our supporters and VIP guests
- Record event invitees and attendees on the CRM database (Raiser's Edge)

GENERAL ASSISTANCE

- Maintaining accurate and up to date records on the contact database (Backstage)
- Providing assistance to the Finance & Administration Manager, as required
- Participating actively in, and contributing to, team meetings
- Other duties as reasonably required

ABOUT YOU

ESSENTIAL

The successful applicant will have the following qualities / experience:

- A minimum of two-years' experience within a high-profile, demanding professional environment
- Experience with working with high-net-worth individuals/ high-profile clients
- Excellent interpersonal and administrative skills
- Highly organised, efficient and a problem solver
- Facility with digital office technology, platforms and databases
- Excellent English (written & spoken), with a clear, persuasive writing style
- Excellent time and task management skills
- The ability to work in a dynamic, fast-paced environment, to deadlines
- A bright and pleasant disposition, with a good attitude and self-motivated
- Willingness and ability to work flexible hours as necessary

DESIRABLE

- Experience of working within a professional arts organisation
- A working knowledge of Raiser's Edge
- An understanding of fundraising
- A keen interest in classical music
- Foreign languages

The Job Description is a guide to the nature of the work required of the role. It is not wholly comprehensive or restrictive and may be reviewed with the post-holder by the General Director, if required.