



Development & Projects Assistant

Full time, permanent

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N22 7AY • 020 8 365 2121 •
ALEXANDRAPALACE.COM
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY • CHARITY REGIS-
TRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE



Alexandra Palace is the People's Palace. We are an independent charity, caring for our 196-acre public Park and Victorian Palace. Affectionately known across North London as 'Ally Pally', we welcome over 4 million visitors each year.

We're building on over 150 years of history: from our heritage as a Victorian 'pleasure palace' and the site of the world's first regular HD television broadcast, to our current programme of live music, theatre, sport, leisure and learning.

ROLE DESCRIPTION

In 2023, we launched a ten-year vision to transform Alexandra Park and Palace into a sustainable home for inspirational culture, creative and educational opportunities and green space. We are now beginning work to deliver an ambitious Strategic Plan and capital fundraising campaign to help achieve our goals.

The **Development and Projects Assistant** will support work to secure donations from charitable trusts, foundations and government supporters to the campaign and support the delivery of both building and strategy projects.

Working closely with both the Head of Development and Head of Strategic Projects and Planning, you'll be joining a growing team with the opportunity to shape your role and make a real impact on both the future of Alexandra Palace and the North London communities we serve. Skills gained in this role could help you to build a career in fundraising, project delivery or in assessing the social impact of heritage and culture.

Your work will help us to:

- restore and reopen derelict spaces in the Victorian Palace for everyone to enjoy
- improve key areas of the Park for both people and wildlife (including playgrounds, wetlands, wayfinding)
- deliver our creative learning and wellbeing programmes, using the Palace's amazing spaces and programme to make change with and for local communities
- take forward our ambitious programme to help Ally Pally reach Net Zero

We look to recruit a strong administrator excited to learn and make change. We will consider applicants with previous experience in fundraising or project management in arts and heritage organisations, or transferable skills from customer-facing and administrative roles in other industries.

The salary is **£30,647 pa**

This is a full time, permanent position working 09:00 – 17:30, Monday to Friday

HOW TO APPLY

To apply for the role of **Development and Projects Assistant** please send your CV and cover letter of not more than 2 sides detailing how you meet the person specification below to recruitment@alexandrapalace.com,

The closing date for applications is **9am Friday 30 January 2020**

Interviews are expected to take place at Alexandra Palace on Monday 9 and Tuesday 10 February.
Please state in your cover letter in you are unable to interview on these dates.

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Unfortunately, due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

Job Title	Development and Projects Assistant
Department:	Development and Strategic Projects
Responsible To	Line Manager: Head of Development (3 days/week) Also reporting to: Head of Strategic Planning and Projects (2 days/week)
Overall job purpose	To support the Development and Strategic Planning and Projects Departments to secure funds and deliver projects for the restoration of Alexandra Park and Palace, offering administrative support to both teams. The role focuses on support for fundraising from trusts, foundations and government funders and the planning and delivery of capital restoration projects
Key internal relationships	Development Manager (Individual Giving) Head of Facilities and Property Head of Park and Environmental Sustainability Executive Assistant to the CEO Head of Creative Learning Head of Marketing Head of Communications Strategic Plan Working Group Project Working Group Development Committee
Key duties and responsibilities	<u>Development responsibilities</u> I. Administer our pipeline for trust, foundation and statutory funding bids, documenting new bids on our supporter database (Spektrix CRM), collating budget and supporting information for major bids and monitoring impact reporting deadlines

	<ol style="list-style-type: none"> 2. Carry out desk research to identify potential trust, foundation and statutory supporters, stakeholders and advocates for our capital programme 3. Deliver funding bids and impact reporting to a small portfolio of trusts and statutory funders, focused on bids to a value of £10,000, with support from the Head of Development 4. Plan communications for regular fundraising and community newsletters, working with the Development Manager and our Marketing Team to commission content which builds a case for our restoration and shares our impact 5. Donation processing, documentation and thanking for trust and statutory income and individual donations to the capital programme, managing data in line with Data Policy and GDPR regulations.
<u>Strategic Planning and Projects responsibilities</u>	
	<ol style="list-style-type: none"> 1. Meeting administration for Strategic Plan Working Group, Development Committee and internal Project Working Group meetings, including minute taking 2. Administrative support to develop the charity's stakeholder relationships, including maintaining stakeholder contact lists and monitoring and documenting engagement activity on Spektrix CRM, keeping records of organisational memberships and award applications 3. Support with administration and staffing of stakeholder engagement events for our Capital Fundraising Campaign, including Alexandra Palace's programme for London Festival of Architecture and Haringey London Borough of Culture 4. Carry out desk research into best practice in capital redevelopment in arts, heritage and green space 5. Financial processing of team expenditure and budget tracking

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications Educated to GCSE level 4-9 (A-C) in Maths and English</p> <p>Fluent in English Language</p> <p>Right to work in the UK</p> <p>Experience Administrative experience, ideally gained within either a fundraising or project management context`</p>	<p>Experience using a CRM system</p> <p>Funding bid or report writing experience</p>

	<p>Experience in customer service and/or communications with stakeholders, donors clients or customers</p> <p>Long-form writing and/or copy writing experience</p> <p>Skills and Knowledge</p> <p>Strong written, verbal and interpersonal communication skills</p> <p>Experienced user of Microsoft 365 packages including Excel, Word, PowerPoint</p> <p>Excellent accuracy and attention to detail</p> <p>Ability to manage own workload and meet deadlines</p> <p>Willingness to be flexible within a role supporting a range of developing projects</p>	<p>Experience raising purchase orders and reconciling invoices</p> <p>Experience in organising events and/or travel for staff, donors or clients</p> <p>Strong interest in charitable fundraising</p> <p>Strong interest in placemaking, culture and heritage redevelopment</p> <p>Awareness of Alexandra Palace's events, activities and charitable purpose</p>
--	---	--

Financial responsibilities

Budget administrator

People management responsibilities

No direct reports

GENERAL OBLIGATIONS

i. **Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. **Equality and Diversity**

Alexandra Palace is committed to the fair treatment of all our staff.

iii. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2

I. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won’t
Level 2	<ul style="list-style-type: none"> • Work with other teams to raise and solve issues • Hold regular meetings to gain team input • Be visibly available to my team • Book weekly catch ups with other teams • Think and act as one organisation • Pro-actively talk to others rather than sending emails 	<ul style="list-style-type: none"> • Encourage silos or working in isolation • Think our work is more important than that of other teams • Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won’t
Level 2	<ul style="list-style-type: none"> • Try new ideas and think outside the box • Look for possibilities and opportunities everywhere – taking time to think creatively • Have faith in my ideas and find my voice • Encourage the ideas of others more often • Utilise the experience of the whole team • Strive to improve the customer experience • Encourage others to see mistakes as learning 	<ul style="list-style-type: none"> • Say “I can do better” but then do nothing • Accept something just because it is the way it’s always been done • Shut down ideas without thinking about the pros and cons • Resist change because it is too challenging • Think “I can’t do it” • Say “No” but not explain why

3. We are OPEN AND GENUINE

"We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values."

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Get to know my team members Be human – show empathy and care for others Thank people and make them feel good Accept all - embrace different points of view Confront difficult situations with openness, sensitivity, care and empathy Pro-actively address exclusion and discrimination 	<ul style="list-style-type: none"> Exclude people because I find them difficult or challenging Ignore or belittle the ideas or thoughts of others Allow our own view to prevail not taking into account differences of opinion or approach Tolerate exclusion or discrimination Delegate to the same people as they always say "Yes" and avoid delegating to others

4. We are PASSIONATE & FUN

"Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Act as a role model for others by demonstrating passion for my job and energy every day Go the extra mile – setting an example for the team Make time to celebrate success Inspire, develop and build my team Focus on delivering quality for myself and my team Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> Act negatively - moaning and criticising Forget to celebrate Just do the minimum to get by Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

"We use what we have creatively to get the best results possible, solving problems and overcoming difficulties"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Bring solutions not just problems and complaints Take a "see it and own it" approach Make smart use of our resources Actively look outside for new ideas and research Attend and encourage others to attend training and conferences and bring back new ideas Understand what generates profit Free up budgets to spend where most needed Empower and coach my team to come up with their own solutions Make use of people's skills from outside of work as well as at work 	<ul style="list-style-type: none"> Use resources just because we have them Say "no" just because of lack of resource Just go for quick wins because they are easy Allow wastage in our work areas Take on too much at once Create a stressful environment for myself or those around me