JOB DESCRIPTION

Development Officer – Individual Giving

Reports to: Senior Development Manager
Direct Reports: None

Capital Theatres is Scotland's largest theatre charity. Our three distinctive venues in Edinburgh - Festival Theatre, King's Theatre and Studio Theatre - offer over 700 extraordinary performances each year. From drama to dance, to musicals and family shows, live music and pantomime, we entertain and inspire audiences of all ages. We want everyone to have access to the arts in a way that works for them, whether that's on our stages or out in the community. We are committed to nurturing everyone's creative journey, supporting emerging talent and contributing to the future of the theatre sector.

Purpose of the role

As part of a small team, the Development Officer plays a crucial role in the success of Capital Theatres' fundraising. The post holder manages small to medium individual giving campaigns and stewardship, including the philanthropic membership programme and commemorative schemes such as 'Dedicate a Seat'. They also support the Patrons programme and legacy giving. Other responsibilities include designing and delivering several cultivation and stewardship events throughout the year across our three venues. All roles in the Development Team are responsible for raising funds for both restricted and unrestricted, revenue and capital.

Our Vision

To share extraordinary live experiences with everyone, again and again

Our Mission

We build a sense of belonging across our three theatres in Edinburgh, enriching the lives of those around us through the strength of our creative programmes and partnerships

Our Values

We care	We take a people-centred approach We go above and beyond so everyone feels welcome We are thoughtful, respectful and sincere
We share	We are collaborative, transparent and inclusive We truly listen and respond We are committed to widening access
We dare	We rise to any and every challenge We are ambitious in outlook We are courageous
Together we deliver	We have a 'can do' attitude and take pride in our professionalism When we collaborate, there is unmistakable energy We are trusted to deliver a quality experience every time

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the audiences, visitors and communities we serve in the City of Edinburgh and beyond. All employees are internal and external advocates of the organisation and expected to always uphold our values.

JOB DESCRIPTION

Main duties and responsibilities

Philanthropic Membership Programme (Leading Friends)

- Lead on the development of Capital Theatres' philanthropic membership programme through the creation and implementation of an engaging communications and marketing plan
- Lead on the development and delivery of an annual stewardship plan including regular, tailored communications
- Regularly review and update renewal communications to improve retention levels
- Manage the Leading Friends event programme (with administrative support from the Development Assistant)
- Identify and lead on opportunities to deepen engagement
- Identify new prospective Leading Friends using CRM data in collaboration with Marketing and Membership Officer
- Produce quarterly update reports and an annual analysis report on Leading Friends, using the findings to propose activities for the following financial year that will improve membership retention and recruitment

Entry level giving

- Maximise small to medium donations from point-of-sale (online and in venue), to include the management and administration of onsite donation boxes, commemorative schemes such as 'Dedicate a Seat', and the programming of post-show contactless/bucket collections
- Lead on and deliver an annual fundraising appeal
- Develop and implement individual giving plans to recruit, retain, engage and steward individual donors and help move them up the giving ladder
- Support with the development of the case for support and update donation messaging both onsite and online

Patrons

- Support the development and delivery of an annual communications plan in collaboration with the Senior Development Manager
- Support the stewardship of Patrons including communications and events
- Support the Senior Development Manager to identify and cultivate Patron prospects

Legacy giving

Work with the Senior Development Manager to deliver the legacy programme, including:

- Supporting the development of the charity's inaugural legacy campaign
- Development of digital and print materials
- Updating the legacy webpages with key information
- Stewardship of existing legators
- Implementation of the Legacy Giving communications plan, working with departments across the organisation to promote the scheme

JOB DESCRIPTION

General

- Attend, support and host Development cultivation and stewardship events, and relevant events from our charitable programme of work
- Develop and deliver training for Front of House and Box Office with the Senior Development Manager
- Provide accurate monthly reporting from Spektrix on Individual Giving income streams including Leading Friends and Patrons
- Ensure all low and mid-level donor data is accurate and up to date on Capital Theatres' Customer Relationship Management system (CRM), Spektrix
- Support with processing donations when required
- Ensure fundraising data is recorded in accordance with data protection legislation
- Stay appropriately networked and keep abreast of trends, donor mechanisms, news, and deadlines so that all possible new or enhanced funding opportunities are exploited
- Work closely with Box Office, Marketing and Communication teams to establish the profile of Capital Theatres as a charity
- Maintain excellent working relationships with colleagues across Capital Theatres

Ensuring that Capital Theatres policies and procedures are followed

- Maintain financial and control procedures.
- Comply with relevant legislation and regulations including Health and Safety, GDPR, Environmental Health and Licensing requirements.

This is a full-time position and hybrid working can be arranged in collaboration with the Line Manager.

These main duties and responsibilities are indicative and not exhaustive. Other duties may be necessary to fulfil the purpose of the post. This job description may be periodically reviewed and revised by the CEO and the Board in consultation with the post holder.

JOB DESCRIPTION

Person specification

Essential Experience	Desirable Experience
• Minimum of 2-years' experience in fundraising or equivalent e.g. sales, business development or marketing • Experience of individual giving and membership programmes • Experience of developing and delivering a stewardship plan • Experience of fundraising campaigns and appeals, or equivalent • Proven track record of identifying and acting on opportunities to deepen engagement with supporters • Event planning and management • Proven track record of success in managing and achieving set targets • Prior use of CRM systems (e.g. Spektrix, Raiser's Edge, Tessitura, ThankQ) • Experience in building and managing key internal and external relationships • Experience managing multiple projects and competing deadlines	• Knowledge and/or experience with philanthropic memberships • Experience managing a fundraising appeal from concept through to implementation • Experience using Spektrix and/or Dotdigital • Experience working within arts, culture, entertainment or visitor attractions • Knowledge of the funding landscape in Scotland

Essential Skills and Abilities
• Excellent written and verbal communication skills • Strong organisational and project management skills • Excellent attention to detail • Ability to interpret and analyse data • Ability to prioritise a busy workload and meet deadlines • Ability to use initiative and work independently • Strong IT skills including Microsoft Office • Sound financial acumen and good knowledge of UK charitable giving, and taxation law as applies to fundraising, and the Fundraising Codes of Practice

Knowledge, Attitude and Behaviours
• A significant interest in, and appreciation of, theatre and the cultural sector in general • Willingness to learn, adapt and be flexible with new projects and changing priorities • A self-starter with an efficient and hard-working approach • Readiness to take on evening and weekend duties when required • Knowledge of data protection regulations, including General Data Protection Regulations (GDPR)

JOB DESCRIPTION

Development Officer – Individual Giving

Main Terms and Conditions of Employment

	Category	Term
1	Tenure	Full-time, permanent, subject to a probationary period of three months
2	Reporting to	Senior Development Manager
3	Salary	£34,500-£36,500
4	Hours	40 hours per week Normal working hours are Monday – Friday, 10am – 6pm However, due to the nature of the role, work outside of these hours in evenings and at weekends will be required
5	Annual Leave	35 days per annum (inclusive of all statutory Scottish bank holidays), rising to 40 days after 10 years' service Holiday year runs from 1 April – 31 March
6	Notice Period	2 months
7	Pension	The Company operates an auto-enrolment pension scheme with 8% employer contribution and 4% employee contribution Option to increase through additional voluntary contributions
8	Place of Work	Mainly at the Festival & Kings Theatres, Edinburgh; post may require some local and national travel.
9	Additional Benefits	The charity offers a number of discretionary benefits including:- • Life assurance cover of 3x salary • Free and/or discounted tickets for performances (subject to availability) • Complimentary Friends Membership • 20% discount in theatre cafés •
All other terms and conditions of employment are as detailed in the Staff Handbook		

To apply

Please upload your CV and a letter of application addressing how your experience and skills match the role and person specification. The letter of application should be no longer than two sides of A4.

All applications will be acknowledged. If you have any issues with our online recruitment platform, please get in touch with us through support@capitaltheatres.com

Deadline for Applications

Friday 18 December 2026

Interview dates

11 or 12 January 2027