



Job Title: Development & Partnerships Officer

Salary: £25,000-£30,000pa pro rata dependent on experience

Contract: 3 – 4 days per week (22 – 30 hours) with occasional evening and weekend work to support events and stakeholder stewardship.

Location: Harrogate, North Yorkshire

The Role:

Join one of the UK's leading arts charities as we celebrate over 60 years of bringing extraordinary artists, inspiring ideas and unforgettable experiences to audiences across Yorkshire and beyond.

From internationally acclaimed performers and bestselling authors to community projects and outdoor spectacles, Harrogate International Festivals delivers an ambitious year-round programme that connects people through culture.

As our Development & Partnerships Officer, you'll play a vital role in nurturing the relationships that make this work possible. Working closely with the Chief Executive and colleagues across the organisation, you'll help deliver an outstanding experience for Friends, supporters, sponsors and partners while supporting fundraising, commercial partnerships and stakeholder engagement.

Key Responsibilities

Supporter & Stakeholder Stewardship

Manage the administration and stewardship of Harrogate International Festivals' Friends, Patrons and supporter programmes by:

- Managing Friends welcome, renewal and retention communications ensuring supporter benefits are delivered including regular communication across the year
- Developing and maintaining excellent relationships with Friends, Patrons and supporters
- Producing personalised correspondence, acknowledgements and thank-you communications.
- Supporting the development of initiatives that increase supporter engagement and retention.

Sponsorship & Partnership Support

Provide administrative and relationship support across HIF's corporate partnerships by:

- Coordinating sponsor onboarding and administration including delivering agreed partnership benefits throughout the year from ticketing to accreditation
- Maintaining regular communications with sponsors regarding upcoming events, opportunities and benefits
- Supporting sponsorship renewals through excellent stewardship and relationship management
- Coordinating programme advertising sales administration and commercial opportunities including roundels and other smaller sponsorship products to agreed income targets
- Supporting community giving initiatives and local fundraising partnerships
- Assisting with sponsorship reports, impact reports and partnership reviews.

CRM & Relationship Management

Take ownership of the organisation's supporter and stakeholder database by:

- Maintaining accurate records within Spektrix and associated systems, ensuring supporter, sponsor, trustee, donor, VIP and stakeholder records remain up to date.
- Managing invitation lists, mailing lists and stakeholder segmentation
- Producing routine reports and maintaining accurate information to support fundraising, sponsorship and organisational decision making

Organisational & Administrative Support

Provide high-quality administrative support across the organisation, including:

- Drafting correspondence, letters and communications.
- Coordinating meetings and preparing supporting papers where required.
- Coordinating invitations and RSVP management.
- Managing stakeholder events, hospitality and guest attendance.
- Representing Harrogate International Festivals professionally at events where required.

General

- Play an active part in the on-site events management throughout the Festival calendar supporting the delivery of HIF's events and festivals including on-site duties, stakeholder hospitality, event set-up and pack-down support appropriate to the role, and representing the organisation professionally.
- Contribute ideas that improve supporter engagement and sponsorship stewardship
- Ensure compliance with all relevant legislative requirements, including health and safety, safeguarding and equal opportunities
- Support HIF's commitments to accessibility, sustainability, diversity and inclusion within the live events environment
- Contribute positively to the culture, wellbeing and collaborative working of the organisation
- Any other duties as required by the CE

Person Specification

We're looking for someone who loves building relationships, enjoys creating exceptional experiences for supporters and sponsors, and takes pride in being highly organised.

You'll be equally comfortable talking to a long-standing Friend, welcoming a corporate sponsor, managing complex administration or spotting an opportunity to improve the way we do things.

Experience

- Experience in administration, customer service or a commercial/client-facing environment
- Experience maintaining accurate records using CRM or database systems.
- Experience managing multiple priorities and delivering work to deadlines.

Skills

- A confident and professional approach to developing relationships and promoting commercial opportunities
- Excellent written and verbal communication skills.
- Highly organised with excellent attention to detail.
- Strong interpersonal skills with the ability to build positive relationships.
- Confident using Microsoft Office and CRM systems.
- Able to work independently and use initiative.

Personal Qualities

- Professional, positive and approachable.
- Flexible and willing to support a small team.
- Discreet and trustworthy.
- Passionate about arts, culture and charitable organisations.

Conditions of service:

This Job Description is not intended to be exhaustive. Due to the size of the team and nature of the work at the Festivals, the post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied subject to the needs of the Charity.

Salary: The salary banding for this post is £25,000 to £30,000pa pro rata according to experience.

Probation: The appointment will be subject to a six month probationary period. After a formal assessment and assuming performance has been satisfactory, the appointment will be confirmed.

Notice: Notice will be one week in writing on either side during the probationary period rising to eight weeks once the appointment is confirmed

Hours: Office hours are 9.30am – 5.30pm with hours to be agreed based on the working week. On occasions you will be required to work evenings and weekends in order to fulfil the role and meet deadlines/requirements. Some days will be spend working on site at events.

Place of work: The place of employment will be the HIF office, which is in central Harrogate, and as required by HIF at such other place where the organisation carries on its proper business.

Annual leave: The full-time annual leave entitlement is 23 days annual leave in addition to Bank Holidays. For part-time employees annual leave will be calculated on a pro-rata basis according to contracted hours.

Pension: Contributory staff pension

Working Environment:

- Working evenings and weekends as appropriate during festival delivery based on agreed rota
- Spending periods of time on-site at venues and outdoor events
- Moving between venues across Harrogate and North Yorkshire where required
- Undertaking manual handling associated with events, such as moving boxes of marketing materials, welcome packs, signage or hospitality items, following appropriate manual handling guidance
- Standing and walking for periods during event delivery

Non-contractual benefits include:

- A monthly well-being budget
- Discounted gym membership
- Access to counselling and wellbeing services
- Discounts in bars and restaurants across town
- Free and discounted tickets for performances

HIF is striving towards a policy of equal opportunities in all its activities and employment practices.