

Development Officer Recruitment Pack



If you would like this job pack in another format, please contact Reya Muller at reya.muller@orangetreetheatre.co.uk



Hello, thank you for your interest in the role of **Development Officer** at the Orange Tree Theatre (OT). There has never been a more exciting time to join the OT. Following two years of renewal, growth and renewal, we are in a superb place organisationally. Ticket sales are breaking records, we are creating ambitious work with a high calibre of artists and actors, we are deepening our engagement within the local and artistic communities, we have won Evening Standard and Critics' Circle Awards, been nominated at the Olivier's, and we were awarded Theatre of the Year at the Stage awards 2025.

We're a sociable core team of around 25 people in a dog-friendly office, with plenty of local green spaces, pubs, restaurants and independent coffee shops. We know that work/life balance is vital for our well-being, and we offer flexibility in working patterns, depending on the role and specific requests. Each full time employee gets 21 days plus bank holidays, increasing by 1 day for each year of service, capped at 25 days per year. TOIL is offered where appropriate.

We buy the team lunch before every press night in recognition of a long day. All staff attend first day rehearsal read throughs and end of week rehearsal room drinks, press night parties and events, and we have regular socials (usually with pizza) in and around Richmond riverside and the green.



Richmond Riverside

Background of the OT

The OT was established by Sam Walters in 1972 with a circle of chairs in a room above the Orange Tree pub and is now one of the most exciting theatres in the UK. From the outset, the OT enjoyed a high level of community support and local engagement, working with local schools, including the Primary Shakespeare project that continues to this day. In the early 1990s, the OT moved into a purpose-built theatre-in-the-round, which now seats 180. The leadership team now comprises Tom Littler (Artistic Director) and Julie Weston (Executive Director).

The ambitious programming and casting is attracting booming ticket sales and new commercial co-producing partners, while maintaining the OT's commitment to combining classics and rediscoveries with new writing and investing in new artists and the community.

Equality, diversity and inclusion sit at the heart of the OT, and we are continuously learning and reviewing our practices to be responsive to change.

The OT is currently in the midst of a transformative capital project with some of the theatre currently a building site. In typical ambitious style, the theatre remains open for business!



Two of the OT buildings: the main theatre, and the rehearsal rooms and workshop a 2-minute walk from Richmond Train station

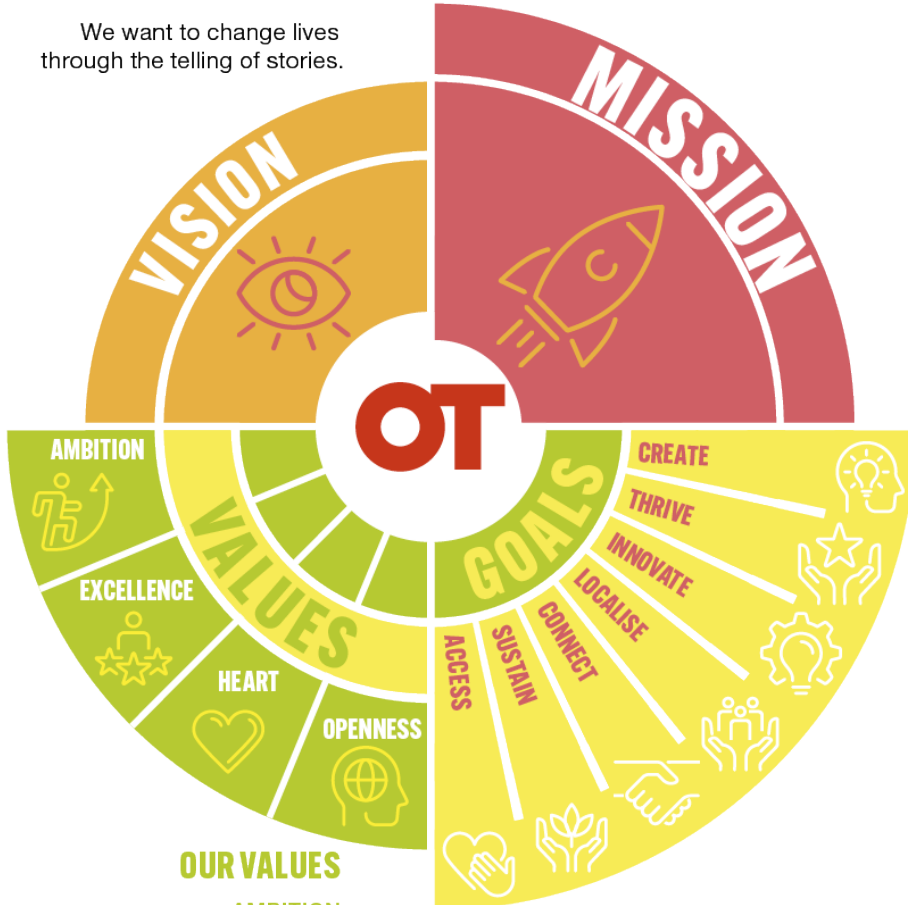
OUR MISSION

To create world-class theatre in a local community, welcoming everyone to experience the joy, power and creativity of live theatre at the OT.

For everyone to feel warmly welcomed and connected with others, and to leave our space enriched, entertained, and eager to return as a friend.

OUR VISION

We want to change lives through the telling of stories.



OUR VALUES

AMBITION

We are small but mighty. We dare to take on big plays, big projects, and big risks.

We love a challenge. We support each other to try, to learn, and to grow.

EXCELLENCE

We know that outstanding theatre can transform and enrich lives. On our stage and in our community, front of house and in the office, we aim for the extraordinary.

HEART

We are a theatre of the heart. We create human stories that spark imagination and empathy. We treat each other with respect, kindness and understanding.

OPENNESS

We are open to learning, to difference, to surprise. We open doors: to artists, to our community, to audiences. With our ever-growing circle of supporters, we will invest in transforming the experience of the OT for everyone.

OUR GOALS

CREATE

Artistic ambition with outstanding work and deep community roots

THRIVE

Grow our audiences, supporters, partnerships and reach

INNOVATE

New, diverse artists and theatremakers supported by all OT staff

LOCALISE

Indispensable to the local area, audience and community

CONNECT

A joined-up team collaborating internally and externally with new partnerships

SUSTAIN

Making theatre and running an organisation responsibly

ACCESS

Improve our access for audiences and artists to become a welcoming theatre for everyone

Job description

Job Title: Development Officer
Responsible to: Development Director
Works with: Marketing & Sales team, Joint CEOs, Development Board, other internal staff and external stakeholders

Purpose: Working closely with the Development Director and colleagues across the organisation, the Development Officer supports the Orange Tree Theatre's fundraising and membership activity, helping to grow voluntary income and strengthen relationships with supporters. The role has a particular focus on membership growth and retention, trusts and foundations fundraising, donor stewardship, communications and events.

As part of a small Development team, the postholder will play a key role in ensuring the effective day-to-day delivery of fundraising activity, from supporter communications and database management to funding applications, reporting and event coordination. Working collaboratively with teams including Marketing, Sales and Box Office, they will help ensure that supporters receive a thoughtful, well-managed experience and that fundraising activity contributes to the long-term sustainability of the theatre.

This role would suit someone with strong organisational skills, excellent attention to detail and an interest in developing a career in arts fundraising within an ambitious producing theatre.

Twelfth Night, photo by Ellie Kurtz



Key Responsibilities



Membership Growth and Retention

- Develop and implement strategies to grow the membership base (Bronze – Ruby members), focusing on acquiring new Members and increasing upgrade rates.
- Analyse membership data to identify trends and opportunities for increased engagement at these levels.
- Create innovative campaigns to encourage Member retention and renewals.
- Collaborate with the Marketing and Communications teams to develop targeted content and messaging for Members.
- Lead on creating and maintaining a Members' loyalty programme to further engage supporters.
- Ensure smooth delivery of membership benefits, addressing customer queries and solving problems efficiently.

Administration

- Maintain accurate Gift Aid records and submit regular claims.
- Manage Direct Debits
- Keep detailed income and expenditure records for the Development department.
- Ensure the Development database is accurate and up to date, including maintaining donor and Member contact preferences.
- Prepare reports with and for the Development team as required.

Events and Stewardship

- Support the delivery of Members' events, providing logistical and administrative assistance.
- Work with the Development team to produce compelling donor communications, including thank-you acknowledgments, updates, and the Annual Review.
- Lead on updating all member communications, website, promotional materials and other copy with an aim to growing membership numbers and income.
- Assist in creating and delivering stewardship plans to build strong relationships with donors and Members.

Uncle Vanya, photo by Manuel Harlan





Rehearsals for *Poor Clare*, photo by Ellie Kurtz

Responsibilities Continued

Trusts and Foundation Bid Writing

- Identify and research suitable trusts and foundations for funding opportunities.
- Assist in writing compelling and tailored funding applications to trusts and foundations.
- Collaborate with the Development Director to manage a calendar of application deadlines and ensure timely submissions.
- Track application outcomes and maintain accurate records of trust and foundation support.

Box Office Support

- Support the Box Office team with enhanced membership management processes and bookings during priority booking.

This list is not exhaustive and as a term of your employment you may also be asked to undertake other such appropriate duties as and when required, as well as being asked to work flexible hours to suit the operation of the organisation.

Person Specification

We are looking for a highly organised, proactive and detail-focused individual to join our Development team. This role would suit someone with strong administrative skills, excellent written communication, and a genuine interest in fundraising and supporter engagement. It is particularly well suited to a candidate who is interested in producing theatre, understands the importance of good systems and supporter care, and is keen to build a career in arts fundraising.

Essential Skills and Experience:

- Experience of drafting clear, accurate and professional written communications.
- The ability to prioritise your workload, stay organised and meet deadlines.
- Experience in an administrative, fundraising, customer service or similar role requiring strong organisation and attention to detail.
- Ability to analyse data and identify trends.
- Experience of coordinating activity across multiple projects, deadlines or stakeholders.
- Proficient in using Microsoft Office and CRM systems (e.g., Spektrix or similar)
- An interest in fundraising, supporter engagement or the charity sector, whether through paid work, volunteering or other relevant experience.

Desirable Skills and Experience:

- Knowledge of trusts and foundations and experience with bid writing.
- Experience working in a membership-driven organisation.
- An interest in producing theatre and an understanding of what makes a theatre organisation distinctive.

We will use the criteria above as part of our shortlisting process. There may be some points you cannot confidently answer 'yes' to, so please do not be put off from applying. If you feel you could do the role well and have relevant transferable skills, we would still like to hear from you.





Rehearsals for *The Swell* photo by Ali Wright

Contract and terms



Title of post: Development Officer

Salary: Circa £30,000 per annum

Contract: Permanent, subject to a probationary period of 3 months

Notice: 3 months

Holiday entitlement: 21 days per year, plus 8 statutory bank holidays. This increases by one day each year of service, capped at 25 days after four years (plus bank holidays).

Hours: This is a full-time position. A normal working week is Monday to Friday 10am to 6pm but, due to the nature of the job, evening and weekend work plus working additional hours will be required in order to fulfil the functions of the role.

Reporting to: Development Director

Staff benefits

- 2 complimentary tickets to all OT shows
- Lunch on press days
- Access to training and professional development opportunities
- Monthly team theatre trip (with complimentary ticket)
- Public transport season ticket loan
- Cycle to work scheme
- Auto-enrolment pension contributions (subject to eligibility)
- 40% discount in the OT Bar

To apply

Deadline: 12pm Tuesday 28 April
Interviews: Tuesday 5 and Wednesday 6 May

To apply please send a CV with 2 references, including your current or latest employer, along with a cover letter by email marked **Development Officer** to jobs@orangetreetheatre.co.uk.

In your cover letter please describe an example of when you provided excellent customer, audience, member or supporter service, particularly where accuracy, responsiveness and attention to detail mattered.

We will not check references without prior approval.

We are an equal opportunities employer and we welcome applications from those traditionally underrepresented in the arts, as well as candidates who may be returning to work after a pause in their career.

Please also complete the Equal Opportunities Form here:
<https://forms.gle/XRYDxzjVW33w9Uq6>

To hear more about the role, please contact the Development Director, Dominique Trotter, on Dominique.trotter@orangetreetheatre.co.uk.

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