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| **Role:** | CRM & Systems Administrator |
| **Reporting to:** | Project Manager, Director’s Office |
| **Purpose of job:** | To work with Partnerships and Philanthopy, Finance and across all Foundling Museum teams by providing excellent CRM & systems administration. This will support income generation, research, data capture and information security throughout the Museum. Responsibilities include managing and maintaining a CRM database of contacts, digital systems, records management, general administrative duties, HR and IT support. |
| **Working pattern:** | 35 hours per week, usually worked from 10 – 6pm. Flexible/hybrid working offered for up 40% of hours to be worked from home.  |
| **Contract:** | Permanent  |
| **Salary:** | c£26,000-£28,000pa depending on experience |

**About the Foundling Museum**

‘A seaman, a composer and a painter, and the moving story of the charity they started 270 years ago. It is a recipe of art and care, which still looks after kids today. Coram, Handel, Hogarth, what’s not to love?’ - Grayson Perry CBE, Foundling Museum Trustee

The Foundling Museum tells the compelling story of Thomas Coram’s Hospital for foundlings, the UK’s first ever children’s charity, now named Coram, and its first public art gallery, now the Foundling Museum.

Inspired by three great 18th-century activists - Thomas Coram, William Hogarth and George Frideric Handel - our mission is to inspire change and transform lives through the power of the arts. We believe in creative action that brings past and present together, to stimulate imaginations and enrich lives.

Examples of our work include:

* Art projects which explore how our historic story of care still resonates today by addressing stigma and supporting mental health. We do this by working in a connected way, establishing collaborations with local health and community partners.
* ‘Tracing Our Tales’, our flagship training programme for care-experienced young people which was named Learning Programme of the Year at the 2022 Museums and Heritage Awards. Supported by our Learning Team, trainees learn art or creative writing skills in weekly sessions led by dynamic artists and poets, to build a creative portfolio.
* Exhibitions, collections and displays, ranging from tiny, touching identifying tokens left by mothers with their babies, to composer George Frideric Handel’s will. Around the Museum, you’ll find works of art by contemporary artists like Yinka Shonibare CBE RA, Tracey Emin and Michael Craig-Martin, as well as 18th-century artists William Hogarth, Thomas Gainsborough and Joshua Reynolds.

This is an exciting time to join the Museum, which has recently secured Arts Council England National Portfolio Organisation funding for 2023-26, and is delivering on ambitious plans to secure its long-term future.

Images: Quentin Blake, from *Children with Birds and Dogs*, 2019 donated by the artist and Yinka Shonibare CBE RA,

*Trumpet Boy*, 2010 shown as part of Cornelia Parker’s exhibition *FOUND* in 2016 and acquired with support from Art Fund, the ACE/V&A Collection Purchase Grant and individual supporters. © The artists.



Tokens left by mothers with their babies at the Foundling Hospital in the 18th century, as a means of identification © Foundling Museum

We have ambitious plans to increase our local, national, and international profile. As a charity the Museum has a strong and developed network of active supporters amongst individuals, trusts and foundations, an engaged Chair and Board of Trustees and Vice Presidents.

We are agile and entrepreneurial in our approach to fundraising and have established several successful and innovative income generation strands. The Museum benefits from the advice and support including an Investment Committee and a separate Trading Company, which donates its profits annually to the Museum.

As an independent charity, the Museum is entering a dynamic new chapter. In autumn 2023, we secured the 999-year lease for the building and historical collection, thanks to our successful £4.6 million fundraising campaign.

We have completed our first year of Arts Council England NPO funding, which runs from 2023-27, and supports our ambitions to further expand our impact and to diversify the audiences that we reach. Our award-winning creative programmes for young care leavers continue to grow, along with our free artist-led workshops for local children in London and beyond, and our acclaimed contemporary exhibitions and events are hugely enjoyed by audiences. Yet we still have much we want to do. Building on the Museum’s strong values and inspiring achievements, we are embarking on a bold five-year strategy focused on arts and social impact for 2024-2030.

**Who we are looking for**

Are you fascinated by data with an excellent grasp on IT and digital systems? Are you interested in the role digital systems play in how arts organisations and cultural projects are managed? Are you looking to take the next step in your arts administration or fundraising career?

The Foundling Museum is transforming how digital systems underpin the foundations of this small but mighty Museum and charity. The position of CRM & Systems Administrator sits at the heart of this continued transition, following the successful implementation and migration to Shopify, Xero & Beacon CRM in 2023.

This new role is essential to the success of Philanthropy and Partnerships, Director’s Office and the whole team, in providing effective research and administration support. The CRM & Systems Administrator will provide support across all fundraising areas including individual giving, corporate sponsorship and trusts and foundations as well as playing a vital role in keeping all Museum systems working effectively.

This includes processing donations and gift aid and maintaining records on the CRM. You will work as a key part of the Philanthropy and Partnerships team to help implement the Philanthropy and Partnerships strategy and streamline all CRM and supporter processes.

This is an exciting opportunity for a highly organised individual with a flair for collaborative working and information management who is looking to expand their administration skillset and make a tangible impact on our work, in particular supporter relationship management.

Critical to this role and the ongoing project of managing information, income generation and communications, will be the collection, management and sharing of data within our data and digital eco-systems.

**Key objectives in first 6 months**

* Completed the migration of supporter data to Beacon CRM, working closely with the Project Manager: Director’s Office to ensure that data is managed in the most effective way to aid relationship management and income generation going forward
* Worked with a project team to plan a phased migration of day-to-day organisational information into SharePoint over 12months to ensure effective working practices across the organisation
* Supported all staff with records management and general administration
* Supported the HR Manager with timely and efficient HR administration including inductions, off-boarding, staff training & events

**Key responsibilities**

CRM Administration & Finance Processes

* Maintain and regularly update the CRM system by logging all applications made and pending, prospects, funding received, reporting deadlines, reports, thank you letters and all other supporter correspondence
* Process donations, pledges and ticket payments from individuals, organisations and trusts and foundations, ensuring gift acknowledgements on CRM are up-to-date and any information related to gifts, grants and donations received is captured accurately and consistently
* Day-to-day administration of the Museum’s Friends, patrons and corporate sponsorship schemes and 1700 Clubs, as directed by the Philanthropy and Partnerships team
* Support the maintenance of accurate financial records of funded projects
* Support the Finance team with Gift Aid administration as required

Data & Insights

* Assist in data capture and gathering, including statistics or insight to support reporting, business cases, reports and funding bids
* Research trusts, businesses, and individuals with a view to identifying potential supporters and maintaining an up-to-date and accurate records of such contacts, updating the team, CRM and prospect pipelines on changes to information
* Ensure that strict confidentiality and GDPR legislation and guidance is adhered to in all aspects of recording data and sharing information in research profiles
* Work with internal teams to appropriately segment and steward new contacts through the CRM, including making data selections for email marketing campaigns.
* Monitor data quality by regularly creating and executing processes to cleanse and standardise data in the CRM
* Help to ensure income from visitors is maximised via Goodbox, Beacon, on-site signage and communications etc, and, with support from the Visitor Engagement, Commercial & Operations & Communications teams, move every customer on to their next step of supporter journey, evaluating touch points and messaging both onsite and online

Organisational Infrastructure

* Schedule priority internal meetings, including all-staff meetings, diary meetings and training sessions
* Support Project Manager: Director’s Office with Leadership & Governance, including setting up and scheduling of Trustee meetings, ensuring hybrid options are delivered, catering etc
* Arrange staff away-days, outings and celebrations
* Deliver general administrative support to SMT and colleagues as required, including basic IT support and HR admin, as directed by the HR Manager
* Manage the ordering of office items, including stationary and support users with IT inductions, including DSE requirements and checklists
* Work the Project Manager: Director’s Office, and with all departments to understand and map requirements for an integrated digital infrastructure framework
* Work with all departments to ensure that digital assets are stored according to data retention and records management best practice guidelines
* Work with the Director of Commercial & Operations, the IT Working Group and IT Support contract via Cara Networks to support the smooth migration of data currently stored on shared physical drives, to SharePoint and other digital platforms, through a phased transition process
* Facilitate the use, internal awareness and confidence with digital systems, creating and managing logins and taking responsibility for suspending user accounts when staff leave

Other

* To perform any other tasks as reasonably requested by the Directors, Project Manager: Director’s Office and Philanthropy and Partnerships team.

**Person specification**

Essential

* Excellent administration and analytical skills
* Excellent interpersonal skills and the ability to communicate effectively in writing, over the phone, and face-to-face with the Museum’s different stakeholders
* Experience working with not-for-profit databases, such as Beacon CRM
* The ability to also work independently and take initiative within a small team and support colleagues, even under pressure
* Proven, excellent organisational skills, with close attention to detail, the ability to multi-task and prioritise responsibilities
* Excellent IT skills including in depth knowledge of CRM, Microsoft 365, SharePoint, and other cloud based digital systems
* An enjoyment of and willingness to engage with a wide variety of people and organisations
* Able to act with discretion and maintain professional confidentiality at all times
* A commitment to excellence and professionalism
* Appreciation of and support for the aims, values and ethos of The Foundling Museum

Desirable

* An interest in and engagement with the work and ethos of the Museum
* An interest in and engagement with the arts, heritage and/or music
* Experience of working in a fundraising environment

**Benefits**

* 25 days annual leave per year (pro rata) + bank holidays (pro rata)
* You will be eligible to join a group contributory pension scheme (3 months after your start date)
* Discount from the Foundling Museum Shop and local partner businesses
* Access to season ticket , rental deposit and cycle to work scheme loans (3 months from your start date)
* Free access to partner museums
* Free access to our fully funded Employee Assistance Programme for wellbeing – WISDOM
* Training support from our on line learning platform

**Interview timetable & how to apply**

**Closing date:** Thursday 23 May at 10am

**First interview date:** Thursday 6 June 2024

**Second interview date for shortlisted candidates:** Thursday13 June TBC

To apply please follow this [link](https://hr.breathehr.com/v/crm-systems-administrator-35355) to our application portal where you will be asked to upload:

* A comprehensive CV\* giving details of relevant achievements in recent posts, as well as any relevant education and professional qualifications that are appropriate to the post
* A covering letter\* that clearly states why you are interested in this post. Please also tell us what makes you a good fit for the role, for example, giving evidence of your ability to match the criteria outlined in the Person Specification
* Details of your notice period and names of 2 referees, together with a brief statement of the capacity in which they have known you, and an indication of when in the process they can be contacted (please note we will not contact your referees without your express permission)
* Telephone numbers (preferably daytime and evening/mobile), which will be used with discretion

\*Please get in touch if you would prefer to send your CV and cover letter via video application