

Individual Giving Manager

Recruitment Information – September 2021

Reporting to: Director of Development

Manages: Membership Manager

The London Symphony Orchestra

As the resident orchestra of the Barbican Centre, the LSO presents some 70 concerts there each year, performing the highest quality music from the core symphonic repertoire, as well as music by living or lesser-known composers. Other concert engagements in the UK provide additional opportunities for the Orchestra to be heard nationally whilst the Orchestra's major international touring programme brings the LSO to a global audience, particularly through annual residencies in New York and Paris and regular visits to Japan, China, the USA and Europe.

The LSO's activities also include an inspirational and pioneering education and community programme, LSO Discovery, and an award-winning record label, LSO Live which enables the Orchestra's music to be heard by a global audience through digital recordings. LSO St Luke's, the UBS and LSO music education centre, adds a unique dimension to the work of the Orchestra, being the home of LSO Discovery, LSO rehearsals, and a substantial public concert programme, with many performances broadcast by the BBC.

LSO Development Department

The London Symphony Orchestra aims to raise over £3 million per annum from the private sector, with ambitions to grow the income significantly over the next three years. We generate this income for the Orchestra from corporate sponsorship and membership schemes, individual memberships and philanthropy, trusts and foundations, special events, and the statutory sector across all aspects of the LSO's activities both in the UK and internationally.

The pandemic has necessitated huge changes in all areas of the LSO's work, and Development is no exception. While some income streams have been hard hit by the pandemic, we have seen amazing and inspiring generosity from many people in response to the challenges we currently face (including to the Always Playing Appeal, which supports the orchestra's recovery and rebuilding) indicating the potential for a growth in fundraising from our audience. Support from individual donors, in particular our family of Patrons, has been vitally important over the course of the pandemic, and will remain key for ongoing health of organisation. This is an exciting time to join the team, as we review our engagement opportunities and memberships to ensure they remain current and attractive in the new climate.

Role Objectives

- To develop and manage an outstanding high-level stewardship programme for LSO Patrons, a relaunched Artists' Circle, and major donors to ensure that they feel inspired, appreciated, engaged, and keen to continue their annual support.
- To work alongside the Director of Development to plan and implement a strategy to bring in new Patrons and other annual donors, where appropriate encouraging donors to move up the ladder of giving
- To work with the Philanthropy Manager to identify individuals who may be interested in supporting particular areas of work or at a major donor level.
- To line manage the Memberships Manager, who delivers our Friends and Young Patrons programmes and who is also a first port of call for many Patron enquiries and ticket requests.

Key Duties

Individual Giving

- Develop and deliver appealing stewardship programmes for all patrons to include regular communications, personalised ticketing and event opportunities with support from the Memberships Manager
- Maintain close personal connections with the LSO's valued family of supporters
- Oversee the annual renewal process with the aim of upgrading donors where appropriate
- Identify and recruit new members from a variety of sources, and cultivate donors through a range of events and methods
- Agree, manage, and monitor annual giving income and expenditure budgets
- Produce marketing materials to promote all individual giving programmes, on and off-line
- Work with the Development Board and Advisory Council to identify and recruit new donors
- Oversee the successful delivery and growth of the LSO Friends scheme and Young Patrons scheme, ensuring these tie-in to the broader fundraising strategy
- Represent the LSO at supporter events including attending evening concerts and events as required within the nature of the post

Events and Cultivation

- Work with the Events Manager to plan and oversee a regular calendar of engagement and cultivation opportunities at LSO concerts and events, ensuring an excellent experience for existing donors, as well as growing the LSO's family of supporters
- Ensure LSO events reflect the high standards and the brand values of the LSO

Administration

- Work with the Memberships Managers and Events Manager to ensure accurate records exist for each donor, prospect and event guest through the Raiser's Edge database
- Ensure a high standard of best practice and compliance in areas that include Gift Aid, VAT, HMRC, GDPR and the American LSO Foundation.

General

- Be actively involved in overseeing improvements in effective and efficient office systems, including an overhaul of technology the Development team uses. The Barbican Centre has recently migrated to the Spektrix Box Office, and we are considering updating our fundraising CRM system.
- Manage the Memberships Manager, offering guidance in the stewardship of individual donors, delivery of Individual Giving targets, and in particular in management of the LSO Friends programme
- Contribute actively to Development and Manager team meetings, and Development Board meetings
- Evening concert duty is worked on a rota basis within the Development Department and some travel may be required to meet the demands of this post
- Carry out any other duties as reasonably requested by the Development Director

Experience and Skills Required

Essential

- High level interpersonal, communication and presentational skills and ability to engage and interact with donors and sponsors at all levels
- Ability to inspire philanthropic giving, and a passion for the work that the LSO does
- Experience of budget setting and monitoring, and working to targets
- Self-motivated with strong organisational skills and attention to detail
- Ability to prioritise and manage a pressurised workload
- Experience of line management
- IT literate with knowledge of relationship databases and current regulatory and best practice frameworks
- A collaborative team player
- Willingness to attend events outside of normal working hours

Desirable

- A minimum of 2 years' experience of generating income from individuals to include experience of managing a stewardship programme, identifying new potential supporters, and personally securing new annual donors
 - Strategic event planning and implementation experience
 - Experience of working in an arts organisation or voluntary sector organisation
 - Knowledge of the classical music repertoire
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Terms and Conditions

- Salary Range: £30,000-32,000 per annum, according to experience
- Normal working hours: 9.30-18:00, Monday-Friday, with additional hours as required for which overtime is not paid.
- Notice Period: three months.
- 25 days annual leave plus bank holidays.
- Interest-free loan for a season travel ticket.
- Subsidised catering facilities provided by the Barbican Centre.
- Membership of company pension scheme as follows:
 - In line with auto-enrolment regulations during first year of service.
 - 5% employer contributions and a discretionary employee contribution after 1 year's employment.
- Non-contributory private healthcare scheme.*
- Company income protection insurance.*
- Cycle to work scheme.

* after completion of one year's employment

The LSO's offices are based at the Barbican Centre, London.

As an equal opportunities employer, the LSO is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the LSO.

How to apply

If you would like to apply for this role, please complete the application form and equal opportunities form online by following the link provided at www.lso.co.uk/jobs.

If you have any questions about this role, please contact Liana Richards, Director of Development at liana.richards@lso.co.uk or 020 7382 2552.

The closing date for applications is 10.00am on Monday 20 September.