



INDIVIDUAL GIVING ASSISTANT: JOB DESCRIPTION

Reports to: Head of Individual Giving

Works with: Friends Manager

KEY AIMS

- To implement the efficient day-to-day running of the Friends of the Philharmonia Orchestra membership scheme by coordinating membership renewals, helping to plan and manage events, and communicating with volunteers and supporters, working closely with the Friends Manager.
- To assist the Head of Individual Giving with the administration of the Conductors' Circle, Chair Endowment and concert series syndicate schemes.

DEVELOPMENT DEPARTMENT

The Philharmonia Orchestra's annual turnover is approximately £10 million. Income from ticket sales, the grant we receive from Arts Council England and commercial projects only covers 80% of the funds we need to sustain our annual programme. To help us thrive, we rely on charitable donations from generous individual patrons and supporters, sponsorship from companies, and grants from Trusts and Foundations.

Over the past five years, the Philharmonia's Development Department has raised over £10 million. The Department consists of seven members of staff and mentors a Marketing and Fundraising Apprentice.

The Department delivers a relationship-based fundraising technique, where the nurturing of relationships with individuals, companies and trusts, Trustees, and committee members is at the heart of the fundraising strategy. The Individual Giving Assistant will play a crucial role as part of the Individual Giving team in the smooth running of the Orchestra's newly relaunched membership schemes, the Friends of the Philharmonia and the Conductors' Circle, and the busy events and cultivation programme.

The established fundraising programme is supported by the Trustees of Philharmonia Trust Ltd, a Development Committee, and Friends Committees in London and the Orchestra's Bedford and Leicester residencies.

ROLE AND RESPONSIBILITIES

FRIENDS OF THE PHILHARMONIA

Membership Retention and Renewals

- Coordinate membership renewal notices, letters of thanks, and follow-up letters to new, prospective, and lapsed members.
- Assist the Friends Manager in ensuring Friends receive their membership benefits throughout the year.
- Assist the Friends Manager in planning membership campaigns.

Finance

- Take payments and enter other financial data in Tessitura, the Development Department's fundraising database.
- Coordinate monthly Direct Debits.
- Coordinate quarterly Gift Aid claims.
- Liaise with the Finance department to reconcile payments made by Direct Debit, bank transfer, cheque, and standing order.
- Analyse financial data and reports to assist the Friends Manager in reaching targets.

Events

- Coordinate invitations to Friends' events and manage RSVPs from respondents.
- Assist the Friends Manager in planning events by liaising with venues and suppliers, writing copy and designing print materials, and marketing events through a variety of channels (including the email client, Wordfly).
- Attend and manage events in London, Bedford and Leicester.
- With the help of the Marketing & Fundraising Apprentice, plan and manage open rehearsals at the Royal Festival Hall, Bedford Corn Exchange, and De Montfort Hall (Leicester).

Friends of the Philharmonia Orchestra committees

- Attend and minute committee meetings in London, Bedford and Leicester
- Distribute agendas and minutes to committee members
- Liaise with committee members in planning events.
- Coordinate volunteering opportunities for committee members, such as assistance with mailings.

Other Friends administration

- Be the first point of contact for telephone and email enquiries.
- Communicate with members via phone, email, letters, and face-to-face.
- Build positive relationships with as many Friends as possible.
- Write copy and design marketing materials, including a quarterly e-bulletin to members.
- Update lists of current supporters online and in print.
- Ensure Friends webpages are kept accurate and up-to-date.

CONDUCTORS' CIRCLE/CHAIR ENDOWMENT SCHEMES

Membership Retention and Renewals

Assist the Head of Individual Giving with the administration of the Conductors' Circle and Chair Endowment schemes, including:

- Keeping track of renewal dates and preparing renewal letters
- Gift processing and logging on Tessitura, the development database
- Drafting and processing of thank you letters
- Ensuring correct acknowledgements are noted on the website, on the members' bar boards and in print
- Liaising with Philharmonia musicians when chair endowers are attending concerts

Concert Series Syndicates

Assist the Head of Individual Giving with the administration of seasonal Concert Syndicates including:

- Gift processing and logging on Tessitura, the development database
- Drafting and processing of thank you letters
- Ensuring correct acknowledgements are noted on the website, on the members' bar boards and in print
- Liaising with conductor's and soloist's agents to arrange post-concert backstage meet-and-greets with donors
- Assist the Head of Individual Giving with the administration and logistics of the syndicate programme of events (including foreign trips as applicable).

Events

- Assist the Head of Individual Giving with all invitations and RSVP administration for the Lecture Lunches series (3/4 per year).
- Liaising directly with Philharmonia musicians regarding the printed programmes in advance of each Lecture Lunch event.
- Assist the Head of Individual Giving with any administration and event logistics, as required, for the Philharmonia's annual fundraising gala dinner.
- Gift processing and logging on Tessitura, the development database for all events.

Research/Prospecting

- Assist the Head of Individual Giving with analysis and reports from Tessitura and general research related to prospective and existing individual donors of the Philharmonia

GENERAL RESPONSIBILITIES

- Represent the Philharmonia Orchestra at concerts and functions in London and at concerts in Leicester and Bedford, as required
- Ensure record keeping related to Individual supporters on Tessitura, the department's fundraising database, is clean and accurate
- Undertake such other duties as may reasonably be required by the Company

PERSON SPECIFICATION

Essential

- Highly competent in Microsoft Office
- Proven administrative/office experience, preferably within an arts organisation
- Excellent written communication skills
- Confident communicator on the phone and in person
- Highly efficient and organised
- Enthusiastic and self-motivated
- Calm and flexible
- Ability to prioritise a busy workload
- Ability to work independently and as part of a team
- An understanding of budgets and cash flow
- Knowledge of the arts combined with an appreciation for and understanding of classical music
- Willingness to attend Philharmonia Orchestra concerts and other evening and weekend events

Desirable

- Educated to degree level or equivalent
- Experience of working in a Development department for an arts organisation
- Experience of administering an annual giving scheme or similar
- Experience of using Box Office/fundraising databases
- An understanding of Gift Aid

ADDITIONAL INFORMATION

- Salary: £18,000 per annum
- Hours: 9.30-17.30 (35 hours per week) Monday-Friday, plus evening and weekend work, as required
- Annual leave: 28 days per annum, including public holidays
- The Company will contribute 6% of salary to a qualifying pension scheme

APPLICATION PROCEDURE

To apply, please email your CV and covering letter to Patrick Reardon-Morgan, Friends Manager on Patrick.RM@philharmonia.co.uk.

Please include details of two referees in your application, stating at what point in the recruitment process each of them may be contacted (we will not contact your referees without your permission).

Deadline for applications: **10:00am on Tuesday 19 September 2017**

Short-listed candidates will be invited for an interview on **Monday 25 or Wednesday 27 September 2017**

The Philharmonia Orchestra is committed to equal opportunities. We are working to achieve diversity and welcome applications from all sections of the community.