

philharmonia orchestra

HEAD OF INDIVIDUAL GIVING

JOB DESCRIPTION

FIXED-TERM CONTRACT: 12 MONTHS, WITH POSSIBILITY OF EXTENSION

4 OR 5 DAYS PER WEEK

REPORTS TO	Development Director
LINE MANAGES	Friends and Online Giving Manager Individual Giving Coordinator

SUMMARY OF ROLE

The Head of Individual Giving will develop and manage the Individual Giving Strategy at the Philharmonia Orchestra. In particular, the post-holder will lead on the major gifts programme (£25,000+), the implementation of a higher level circle (£10,000+), as well as the delivery of the Conductors' Circle and the Chair Endowments programme. The Head of Individual Giving will also oversee the Friends and Online Giving Manager's management of the Friends of the Philharmonia, the Klemperer Society (the Orchestra's legacy giving programme) and the Online Giving programme, including the events programme, strategy to increase income from memberships and annual online giving fund.

ROLE AND RESPONSIBILITIES

Strategy

- Developing, implementing and overseeing an annual Individual Giving Strategy to increase income across all donor levels; from the Friends of the Philharmonia, in conjunction with the Friends and Online Giving Manager, to the higher-level membership schemes and major gifts
- Developing and launching a new higher-level scheme for members donating £10,000+ per annum
- Working with the Development Director and senior volunteers to cultivate new supporters

Existing donors

- Managing the Conductors' Circle scheme for donors giving between £1,350+ and £6,000+ per annum and working with the Development Director, Trustees and Development Events Committee to identify and cultivate new prospects for the scheme
- Managing the Chair Endowment scheme
- Ensuring a high level of personalised service and stewardship for Conductors' Circle members and Chair Endowers
- Overseeing the Individual Giving Coordinator's administration of the Conductors' Circle and Chair Endowment Schemes including:
 - Gift processing, logging on Tessitura and appropriate gift aid claims
 - Drafting and processing of thank you letters
 - Keeping track of renewal dates and processing reminders
 - Ensuring correct acknowledgement on the website, on the Members' Lounge boards and in print
 - Ticket requests for members, as required
- Identifying opportunities for engaging existing donors and identifying prospects to support the Philharmonia's regional residencies including the Philharmonia Orchestra in Bedford Trust
- Working with the Friends and Online Giving Manager to identify, cultivate and secure relationships
- Identifying ways in which to re-engage lapsed supporters

Fundraising Committees

- Managing the Development Events Committee and building relationships with the Committee Chair and committee members, arranging quarterly meetings, planning and organising a series of annual fundraising events and helping with the introduction of potential new individual donors
- Working with new Committees / Committee Members to identify, cultivate, secure and steward new donors

Events

- Managing the annual fundraising events programme, including the Lecture Lunch series (3 – 4 per year) and the annual fundraising gala, with the help of the Development Events Committee and other members of the Development Department
- Working with the Individual Giving Coordinator on international trips for Conductors' Circle members

Legacies

- Working with the Friends and Online Giving Manager to develop opportunities for legacy giving (the Klemperer Society) including the delivery of stewardship events
- Keeping all known legacies up-to-date on Tessitura

International Patrons

- Responsible for the management and delivery of the International Patrons programme including meeting the annual targets for each geographical region including the US, Europe and Asia
- Servicing the requirements of the members of the International Patrons programme

US Fundraising – American Friends of the Philharmonia Orchestra and Philharmonia Foundation

- Assisting the Development Director with the strategy to engage the Philharmonia's US Foundation Board Members and Patrons for future US touring and Royal Gala events in the UK
- Manage the relationship with the Philharmonia's fundraising contractor in the US, NGK Global

Prospecting

- Developing a comprehensive prospecting strategy to increase the pool of potential new supporters and working with the Development Director to engage senior Philharmonia colleagues and stakeholders
- Working with the Friends and Online Giving Manager to target potential new donors from within the existing donor base, subscribers and introductions from committee members and Trustees
- Identifying opportunities for cultivation events to encourage audience members and contacts introduced by committee members and Trustees to join the individual giving schemes at an appropriate level.
- Organising efficient and systematic follow-up after cultivation and fundraising events and ensuring Tessitura is kept updated

Tessitura

- Exploiting the box office/fundraising database, Tessitura, to increase income from high-level donors, using audience ticketing data to target membership messaging
- Analysing data for existing higher-level donors and using this to build a cultivation programme to build relationships and identifying opportunities for them to increase and diversify their support

Finance

- Agreeing annually with the Development Director the targets for the Individual Giving Schemes, fundraising appeals and associated fundraising events
- Overseeing the Friends and Online Giving Manager and preparation of budgets and financial records relating to the Friends and liaison with the Finance Department for Direct Debits

General

- Representing the Philharmonia Orchestra at concerts and events in London and elsewhere, as required.

- Ensuring accurate data entry onto Tessitura (in conjunction with all other members of the Department)
- Undertaking such other duties as may reasonably be required by the Company

PERSON SPECIFICATION

Experience and knowledge

- A minimum of 4 years' fundraising experience
- A track record of proven success in securing gifts from high-level donors and individual membership schemes
- Experience of using fundraising/relationship databases to increase income from individual giving (experience of using Tessitura is highly desirable)
- Knowledge of and passion for the arts sector: an appreciation of classical music is highly desirable

Skills and abilities

- Excellent communication skills (both verbal and written) with the ability to communicate convincingly to a diverse range of people
- Excellent interpersonal skills and the ability to build long-term and positive relationships
- Ability to think creatively with regard to income generation
- Excellent organisational skills, including the ability to plan ahead and to prioritise workload, setting short-term, medium-term and long-term objectives
- Self-motivated and proactive, capable of working on own initiative
- Ability to work successfully within a team

Other

- Willingness to attend Philharmonia Orchestra concerts and other evening and weekend events
 - Willingness to travel within the UK, and occasionally overseas
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ADDITIONAL INFORMATION

- Hours:
 - 4 days per week: 9.30 – 17.30, (28 hours per week)
 - 5 days per week: 9.30 – 17.30 (35 hours per week)Plus evening and weekend work as required
- Salary: a competitive salary is available, according to experience
- Annual leave:
 - 4 days per week: 26.5 days per annum
 - 5 days per week: 33 days per annumInclusive of public and Bank holidays
- Pension: the Company has a pension scheme into which you will automatically be enrolled (subject to the provisions of auto-enrolment legislation) upon completion of a 3-month qualifying period, and into which the Company will pay 6% of salary

APPLICATION PROCEDURE

To apply, please email your CV and covering letter to recruitment@philharmonia.co.uk

Please also complete our Equality and Diversity questionnaire and return it with your application. The questionnaire can be found on our website:
<https://www.philharmonia.co.uk/vacancies>

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).

If you would like to have a confidential conversation about the position, please contact Fiona Martin, Deputy Managing Director, on fiona.martin@philharmonia.co.uk

Deadline for applications: **18.00 on Friday 21 June**

First-round interviews will be held during the week commencing **Monday 1 July**

If you have not heard from us by close of business on Friday 28 June, unfortunately your application has not been successful.

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