
Philharmonia

Individual Giving Assistant Job Description

June 2024

Job Title	Individual Giving Assistant
Contract Type	Permanent, Full-time (35 hours per week – 9:30am - 5:30pm)
Salary	£22,850.00 p.a.
Pension	The Philharmonia contributes 6% of salary to a qualifying pension scheme
Location	Based at our London Southwark Head Office, with frequent travel across the UK as needed. We operate flexible homeworking with minimum three office days per week.
Reports To	Senior Development Manager (Philanthropy)



The Orchestra

Based in London at the Southbank Centre's Royal Festival Hall, the Philharmonia Orchestra combines excellence and innovation to achieve its mission to create the orchestral experience of the future, led by Principal Conductor, Santtu-Matias Rouvali, Principal Guest Conductor Marin Alsop, CEO Thorben Dittes, and Chair, Lord King of Lothbury. It is an exciting time in the Philharmonia's history, in Santtu's third season as Principal

Philharmonia

Conductor. He is just the sixth person to hold that title since the Orchestra was founded in 1945. On his appointment, he said: “This is the start of a great adventure. The players of the Philharmonia can do anything: they are enormously talented and show an incredible hunger to create great performances... we will do great things together.”

The Philharmonia is one of the world’s leading symphony orchestras. Founded in 1945 at the advent of the recording era and defined by such major artistic leadership as Otto Klemperer , Herbert von Karajan, Ricardo Muti, Esa-Pekka Salonen and Christoph von Dohnányi. The Philharmonia is renowned for its unique sound, benchmark recordings of major repertoire and season-defining concert projects that unite the world’s great music and artists with inspirational insight and education activity.

In addition to the Royal Festival Hall, the Philharmonia is resident in Bedford, Leicester, Basingstoke and Canterbury in the UK. It also tours across the globe, performing in the world’s great concert halls – from Vienna to Tokyo, from New York to Sao Paolo. The Orchestra also has recorded many film soundtracks, and created groundbreaking digital experiences. Our pioneering use of technology enable more people to experience world-class music-making, and we’re committed to nurturing the next generation of orchestral musicians and composers.

Fundraising at the Philharmonia is supported organisation-wide – by the Board, players and colleagues. The Philharmonia is a registered charity. It relies on income from a wide range of sources to deliver its programme, and is proud to be generously supported by Arts Council England as a National Portfolio Organisation, with funding renewed for 2023-26.

The Department

The Philharmonia development department is responsible for voluntary income from individual, corporate partners/sponsors and trusts. The team is driving a step-change in fundraising to achieve an annual target of £2m by the Philharmonia's 80th anniversary in 2025.

The team has access to high-profile senior volunteers, and a highly engaged player group to support these goals. The Board of Trustees are highly engaged with the fundraising strategy, as donors themselves and advocates alike. Santtu-Matias Rouvali (Principal Conductor) and the members of the orchestra regularly attend pre- and post- concert engagements, as well as significant fundraising events.

The Role

The Philharmonia Orchestra is seeking a creative, motivated and highly organised person to lead the administration of the Friends membership and philanthropy team, devise innovative ways to grow memberships and their income, and play a pivotal role in the success of the development department.

The successful candidate will be a quick study and systems-focused, with the requirement to manage the efficient administration of the Friends and develop personal relationships with this critical part of the donor base, in tandem with the wider audience development strategy. You will be supported in achieving these objectives by your line-manager, the Senior Development Manager (Philanthropy), working closely with the Philanthropy Manager and Development Director where necessary.

Philharmonia

Key Responsibilities

As Individual Giving Assistant you will play a significant role in supporting the following key activities:

- Deliver an enticing and mission-led Friends Membership, offering meaningful engagement for members at all levels, underpinned by robust and streamlined CRM and data systems and attached to key financial growth goals
- Deliver an enriching calendar of Events and Stewardship for Friends and wider stakeholders;
- Provide administrative support for the Philanthropy Team and Development Director, including diary management and stakeholder liaison

Friends of the Philharmonia Orchestra

- Manage the day-to-day running of the Friends membership, including communications, benefit delivery, renewals and acknowledgements
- Administer renewals and new member acquisition across the Friends and Philharmonia's audience, principally in London, Leicester and Bedford
- Curate ongoing digital communications to drive acquisitions and, for current members, sustain engagement
- Support the Philanthropy Manager and Senior Development Manager (Philanthropy) in forecasting the annual financial, growth and acquisition targets for Friends membership
- Work in partnership with Marketing and Digital teams to promote the membership, and embed Friends messaging as a core part of Philharmonia promotional communications
- Proactively seek and devise opportunities to promote the Friends membership, such as via appeals or reciprocal partnerships with other organisations
- Personally account manage a portfolio of higher-level Friends members providing donor care and stewardship
- Keep and maintain accurate membership and financial records on Tessitura (Philharmonia's CRM system), and manage the Paperless Direct Debit System (appropriate training will be offered)
- Undertake research and work with the Philanthropy Team to ensure the membership offer is competitive, with compelling benefits and is simple and easy to join
- Generate monthly reports on the Friends membership, income and trends

Friends events

- Curate the annual Friends events programme to include a mix of digital, in-person (free) and in-person (paid) events, and co-lead delivery with Development Events Manager
- Plan and budget events programme to ensure profit
- Attend and manage Friends Events in London, Bedford and Leicester
- Schedule and manage open rehearsals at the Royal Festival Hall and Bedford Corn Exchange, liaising with venues, the Concerts team, and the Development Events Manager

Philharmonia

Philanthropy

- Create initiatives with the support of the Individual Giving Manager to recruit Friends, donors and patrons from audience members, and encourage year-on-year giving
- Work with the Senior Development Manager (Philanthropy) and Individual Giving Manager to identify prospective patron members from within the Friends membership, and through introductions from existing members
- Manage and generate content for the monthly supporter e-newsletter
- Support the general administration of the philanthropy team as required

Finance

- Process payments and financial data in Tessitura (Philharmonia's CRM system)
- Coordinate monthly Direct Debits and quarterly Gift Aid claims (training will be offered)
- Liaise with the Finance department to facilitate and reconcile payments made by Direct Debit, bank transfer, cheque, Charities Aid Foundation, SmartGiving, and standing order
- Report and analyse monthly Friends income from memberships, events, event donations, other donations and Gift Aid and make accurate projections of future giving levels

And other duties as reasonably required by the Philharmonia.

Required Skills & Qualities

Essential

- Knowledge of, and passion for orchestral music
- Ability to work on own initiative and to problem solve
- Excellent written and interpersonal communication skills
- Strong customer service skills with excellent interpersonal manner
- Confident communicator on the phone and in person
- A creative thinker
- A high level of competence in Microsoft Office, particularly Word and Excel
- Enthusiasm and self-motivation
- Highly efficient, organised and process-driven
- Ability to be calm and flexible in a fast-paced environment, prioritising workload accordingly
- Ability to work independently and as part of a team
- An understanding of budgets and cash flow
- A high attention to detail

Desirable

- Administrative and/or office experience
- Experience of working in a fundraising capacity

Philharmonia

- Experience of using CRM databases
- Experience of using InDesign

How to apply

Send a CV and Covering Letter to philharmoniahr@thehrhub.co.uk detailing your experience and evidence against the above roles and responsibilities and person specification.

Closing Date: Thursday 18 July 2024

Interview date: Monday 5 August 2024

If you would like to discuss the opportunity in more detail, please contact rosamund.hatfield@philharmonia.co.uk to arrange a brief call.

The Philharmonia Orchestra is committed to ensuring equitable opportunities and a welcoming environment for all those that engage in our work. We strive for a more representative workforce and encourage applications from under-represented groups in the UK arts workforce, particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community.

We are a Disability Confident Employer. If you require any adjustments to apply for this position or attend an interview, email philharmoniahr@thehrhub.co.uk with 'Reasonable Adjustments – Individual Giving Assistant' in the subject line.