



## WORK WITH THE CBSO

# Development Administrator- Part Time

## Maternity Cover, Fixed Term

The CBSO is seeking a self-motivated and meticulously organised Administrator to support the work of its fundraising team to cover a period of maternity leave.

This is an important role supporting the fundraising work of one of the UK's leading arts organisations. Reporting to the Memberships and Appeals Manager, this role involves processing donations, administering the annual renewals of the CBSO regular individual members, trusts and corporates and preparing thank you letters, as well as other key administrative support for the team. As a donor-facing role this role requires the highest standard of accuracy.

The position requires administrative efficiency, meticulous attention to detail, extensive use of the Tessitura CRM database system and good customer service skills. Previous administrative experience and experience of using a database system would be an advantage. An interest in orchestral music is not required but would be an advantage to the successful candidate.

**SALARY:** £22,495 per annum, pro rata to 25 hours (35 hours full time equivalent)

**HOURS:** 25 hours per week

**LOCATION:** Birmingham / Hybrid

**REPORTING TO:** Senior Development Manager

**DEADLINE TO APPLY:** 9am, 4<sup>th</sup> October 2024



# ABOUT THE CBSO

The City of Birmingham Symphony Orchestra (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Music Director Kazuki Yamada, proud to make exciting musical experiences that matter to the people of Birmingham, the West Midlands and beyond.

Resident at Symphony Hall, the orchestra's musicians perform over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges from classics to contemporary, soundtracks to symphonies, and everything in between. With a far-reaching community and education programme, a ground-breaking partnership with Shireland Collegiate Academy Trust, and a family of choruses and youth ensembles, it is involved in every aspect of music-making in the Midlands – and has been for more than 100 years.

This longstanding tradition started with the orchestra's very first symphonic concert in 1920 – conducted by Sir Edward Elgar. Ever since then, through war, recessions, social change and civic renewal, the CBSO has been proudly 'Birmingham's orchestra'. Under principal conductors including Adrian Boult, George Weldon, Andrzej Panufnik and Louis Frémaux, the CBSO won an artistic reputation that spread far beyond the Midlands. But it was when it discovered the young British conductor Simon Rattle in 1980 that the CBSO became internationally famous – and showed how the arts can help give a new sense of direction to a whole city. Rattle's successors, Sakari Oramo, Andris Nelsons and Mirga Gražinytė-Tyla, helped cement that global reputation and continued to build on the CBSO's tradition of flying the flag for Birmingham.

In April 2023, Emma Stenning was appointed Chief Executive and Kazuki Yamada took up the post of Chief Conductor and Artistic Advisor, and in May 2024 became Music Director. Under their dynamic leadership, the orchestra continues to celebrate the joy of music, and the brilliance of its home city of Birmingham, through creating unmissable and unforgettable musical experiences for all.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people and communities we serve.



# KEY RESPONSIBILITIES

The Development Administrator's objectives are to process donations, administer the renewal process for all Development income and take event bookings using the Tessitura CRM database system, specifically by

- Being the first point of contact for members of the public wanting to learn more about supporting the CBSO through membership, or answering questions from existing members
- Administering the renewal process for the membership scheme including preparing monthly renewal requests, taking renewal payments and sending renewal reminders to lapsed members
- Compiling, sending and recording trust applications, sending thank yous/receipts, funding update reports and other general trust responses, as directed by the Trusts and Foundations Manager
- Preparing contracts and invoices for new and renewing corporate clients, as directed by the Corporate Partnerships and Events Manager
- Recording all pledged and secured income received in Tessitura
- Recording bookings for development events and taking payment when directed by the Events Manager
- Drafting thank you letters on behalf of the Development team, Chief Executive or Chair to acknowledge all donations within one business day of receipt
- Supporting the team on the diarising of meetings with prospects and major donors
- Providing administrative support for the department, including scheduling meetings of the CBSO Development Trust and Campaign Board and collating meeting paperwork
- Ensuring that Gift Aid declarations are up to date so that Gift Aid can be claimed
- Sending official correspondence to voting members
- Ensuring all electronic and paper documentation is filed correctly
- Ensuring all data for department contacts is current and correct within Tessitura
- Raising Purchase Orders/managing invoices on behalf of the Development Team
- To undertake other reasonable duties as instructed from time to time
- To undertake additional duties as and when the needs of the business requires it, at the direction of the Senior Development Manager or a Department Director
- To undertake additional duties as and when the needs of the business requires it, at the direction of the Chief Executive.



# PERSON SPECIFICATION

## ESSENTIAL SKILLS:

- Be a meticulously organised individual with excellent administrative skills, a willingness to adopt the CBSO's Tessitura CRM database system, and the ability to manage workloads efficiently in a fast-paced environment
- Have excellent customer service skills
- Be highly numerate, with an eye for figures
- Be prepared to undertake training as necessary, and have a commitment to personal development, the flexibility to take on new challenges, and a willingness to develop new skills and knowledge
- Be highly proficient in standard IT packages including Microsoft Office.

## DESIRABLE SKILLS:

- Previous experience in an Administrator role
- An interest in music.



# HOW TO APPLY

To apply for the role of Development Administrator- Maternity Cover please send a CV and a supporting statement of no more than two pages of A4 to Hollie Dunster, HR Manager at [hdunster@cbsocoo.uk](mailto:hdunster@cbsocoo.uk).

We ask that you complete the equal opportunities information online when you submit your application. The information collected will be treated as confidential and used for to help the CBSO improve its approach to becoming a more diverse and inclusive organisation. It will not be treated as part of your application.

Finally, please ensure that you have included your contact number and email address, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

## RECRUITMENT TIMETABLE:

**Application deadline:** 4<sup>th</sup> October 2024

**First round interviews:** Week commencing 7<sup>th</sup> October 2024.

## QUERIES:

If you wish to have an informal discussion about this role, please Rachel Bowden, Senior Development Manager on [rbowden@cbsocoo.uk](mailto:rbowden@cbsocoo.uk)



# TERMS & CONDITIONS

- Member of CBSO staff, based at CBSO's purpose-built rehearsal and administrative home, CBSO Centre, in central Birmingham.
- This is a fixed term contract for a period of 12 months.
- This is a part-time role based on 25 hours a week.
- CBSO staff are entitled to 25 days annual leave (pro rata from date of starting) plus Public Holidays.
- There will be some requirement for attendance at evening events (e.g. concerts) and for work at weekends. There is some provision for flexible working.
- This post is subject to a 3 month probationary period.
- Membership of the CBSO's Group Stakeholder Pension Plan.