



WORK WITH US

Senior Individual Giving Manager

Recruitment Pack

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About the London Symphony Orchestra



The LSO with Sir Antonio Pappano on the Barbican stage

The London Symphony Orchestra was established in 1904, as one of the first orchestras shaped by its musicians. Since then, generations of remarkable talents have built the LSO's reputation for uncompromising quality, and inspirational repertoires.

Today, the LSO is ranked among the world's top orchestras, with a family of artists that includes Chief Conductor Sir Antonio Pappano, Conductor Emeritus Sir Simon Rattle, Principal Guest Conductor Gianandrea Noseda, Conductor Laureate Michael Tilson Thomas and Associate Artists Barbara Hannigan and André J Thomas.

The LSO is Resident Orchestra at the Barbican in the City of London. The Orchestra reaches international audiences through touring and artistic residencies – in cities including Paris, Dortmund and Tokyo, at the Aix-en-Provence Festival, across Asia and the USA – and through digital partnerships and an extensive programme of live streamed and on-demand online broadcasts.

Through a world-leading learning and community programme, LSO Discovery, the LSO connects people from all walks of life to the power of great music. Based at LSO St Luke's, the Orchestra's community and music education centre and a leading performance venue on Old Street, LSO Discovery's reach extends across East London, the UK and the world through both in-person and digital activity.

LSO musicians are at the heart of this unique programme, leading workshops, mentoring bright young talent, performing at free concerts for the local community and

using music to support adults with learning disabilities. LSO musicians also visit children's hospitals, and lead training programmes for music teachers.

The ambition behind this work is simple: to share the transformative power of classical music with people who would not normally experience it. The impact is unrivalled, and every year, LSO Discovery reaches thousands of people of all ages.

In 1999, the LSO formed its own recording label, LSO Live, and revolutionised how live orchestral music is recorded, with over 150 recordings released so far. Overall, the LSO has made more recordings than any other orchestra.

As a leading orchestra for film, the LSO has entertained millions with classic scores for Star Wars, Indiana Jones, The Shape of Water, and many more. The LSO also uses streaming services to reach a worldwide audience totalling millions of music-lovers who listen online every month.

Through inspiring music, educational programmes and technological innovations, the LSO's reach extends far beyond the concert hall. Thanks to the generous support of The Corporation of the City of London, Arts Council England, corporate supporters, Trusts and Foundations and individual donors, the LSO is able to continue sharing extraordinary music with as many people as possible, across London, and the world.

Working at the London Symphony Orchestra



Young musicians performing on-stage at BMW Classics in Trafalgar Square

Role Overview

Lead the Individual Giving team of four to deliver an exceptional stewardship programme for Friends, Pioneers, Guardians, Patrons, the relaunched Artists' Circle, and major donors, inspiring continued engagement and annual support.

To work with the Head of Development, Philanthropy Lead and the Patrons Manager to plan and implement a strategy to bring in new Major Donors, Patrons and other annual supporters, where appropriate encouraging donors to move up the ladder of giving including considering project support.

Department Summary

The London Symphony Orchestra aims to raise over £4 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 and special events across all aspects of the LSO's activities both in the UK and internationally.

The pandemic necessitated huge changes in all areas of the LSO's work, and Development was no exception. While some income streams were especially hard hit by the pandemic, we saw amazing and inspiring generosity from many people in response to the challenges faced indicating the potential for a growth in fundraising from our audience. Support from individual donors, has been vitally important in recent years, and will remain key for ongoing health of organisation. This is an exciting time to join the team, as we develop our engagement opportunities and memberships to ensure they remain current and attractive in the new climate.

Location Based at the Barbican

Hours 37.5 hours per week. Monday – Friday. We operate a hybrid working policy of 3 days per week in the office and 2 from home.

Salary £45,000 - £50,000 per annum

Benefits

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 with enhanced contributions in line with scheme rules.

Employee Assistance programme.

Free tickets to LSO concerts at the Barbican and Lunchtime Concerts at LSO St Luke's (subject to availability).

About the Role



Ayanna Witter-Johnson performing at the Barbican



A Lunchtime Concert at LSO St Luke's

Key Responsibilities

Individual Giving

Lead on the development and implementation of the overall Individual Giving strategy

Agree, manage, and monitor annual individual giving income and expenditure budgets

Line management of Membership Manager, Patrons Manager, Development Coordinator and Philanthropy Lead, setting goals for them where appropriate to ensure that all opportunities for individual support work together to ensure a positive and cohesive donor journey.

Develop and deliver appealing stewardship programmes for supporters to include regular communications, personalised ticketing and event opportunities

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, including working with the Advisory Council and broader LSO network to identify and recruit new supporters.

Oversee the successful delivery and growth of the LSO Friends and Young Patrons schemes managed by the Memberships Manager and support the Patrons Manager with legacy strategy ensuring these tie-in to the broader fundraising strategy and

Represent the LSO at supporter events including attending evening concerts and events as required within the nature of the post

Events and Cultivation

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 individual giving team and Senior Event Manager to ensure accurate records exist for each donor, prospect and event guest through the Raiser's Edge/NXT database

Ensure a high standard of best practice and compliance in areas that include Gift Aid, VAT, HMRC, GDPR, legacy fundraising 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.

Contribute actively to Development and Manager team meetings, and Advisory Council meetings and deputise for the Head of Development at meetings and events when necessary

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 Head of Development

About You



LSO Brass at St Paul's Cathedral



LSO East London Academy young musicians

We are looking for the following skills and experience:

Essential

Experience of managing a team to deliver a successful income stream from individual donors, including personally securing 5 and 6 figure gifts

Experience of planning and delivering a strategy to generate income from individuals including legacy giving

Proven experience collaborating with senior volunteers and serving as a representative of the organisation.

High level of 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

IT literate with knowledge of relationship databases and current regulatory and best practice frameworks

A collaborative team player

Willingness to attend regular events outside of normal working hours

Desirable

Strategic event planning and implementation experience

Experience of working in an arts organisation or voluntary sector organisation

Knowledge of the classical music repertoire

How to Apply

The closing date for applications is 12.00 pm on Friday 27th March.

If you would like to apply for this role, please visit lso.co.uk/jobs, where you will be asked to complete our application form and equal opportunities form. If you are unable to complete the application form, please contact oli.mcginnes@lso.co.uk for assistance.

If you have any questions about this role, please contact: oli.mcginnes@lso.co.uk

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, gender, 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.