

Bournemouth Symphony Orchestra Development Officer

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Foreword from the Chief Executive

This is a remarkable opportunity to join Bournemouth Symphony Orchestra (BSO) and make a tangible contribution in pursuit of our mission “*To be a Cultural Beacon at the heart of our communities, in and beyond the concert hall”.*

I joined the BSO because of its high artistic values, its outstanding Chief Conductor Kirill Karabits, and its international reputation for world-class music making. Over the last nine years, I have seen the BSO go from strength to strength, thanks to the organisation’s ambitious culture, pursuit of continuous improvement, and entrepreneurial flair.

This organisational approach, created by the people who work here, and the significant philanthropic support fostered by the Development team over many years, have enabled the BSO to overcome many of the challenges posed by the COVID-19 pandemic.

During the lockdowns of 2020 and 2021, the BSO was one of a handful of UK Orchestras to livestream its music. This innovation was made possible by fundraising; a series of major gifts enabled us to invest in cutting-edge equipment that kept our Orchestra working during an incredibly challenging time.

Development is about more than raising income, it’s about making an impact. Taking our music online gave us the tools to stay in touch with our audiences, and deliver pioneering outreach work with vulnerable groups across the South West and beyond, when many of our peers could not.

The BSO has a great fundraising story to tell, and there is so much more that we can and want to achieve. So, if you are looking to join a top-notch Development team in one of the most ambitious, creative and well-regarded orchestras in the UK, look no further.

**Dougie Scarfe**

Chief Executive



Welcome from the Head of Development

Thank you for your interest in Bournemouth Symphony Orchestra (BSO) and its Development team.

As the consequences of the pandemic continue to be experienced in the performing arts world, there has never been a more important time to preserve and enhance income from fundraising. Gifts from individuals make up a significant percentage of our fundraising income, and the creation of the new Development Officer role reflects the success and potential of this fundraising area.

This is an opportunity for a bright and confident team player to take a first (or second) step into a successful fundraising team at a major arts organisation which is big on ambition, as well as being a great and creative place to work.

You’ll be at the heart of a successful Development team which raises around £1 million annually. This is more than an assisting role; it is an opportunity to assume real responsibility in helping to expand the Orchestra’s high-level giving programme.

Experience in fundraising is desirable but not essential. What we’re really after is someone who loves music and what the BSO does, both on stage and in the community. We need someone who is great with people, an excellent communicator, highly organised, willing to learn, and who works to a high standard.

We know that amazing people are hard to come by, so we invest in our staff’s learning and development, making sure that people are given opportunities to shine and progress.

If you like the sound of working in a busy and dynamic team to inspire support for the BSO’s compelling and trail-blazing programme of work in and beyond the concert hall, then we would like to hear from you.



**Jackie Tanner**

Head of Development

About Bournemouth Symphony Orchestra

*‘The cultural heartbeat of the South West.’* Darren Henley, Chief Executive of Arts Council England

Bournemouth Symphony Orchestra was founded in 1893 by a young Sir Dan Godfrey with a vision to build a permanent symphony orchestra in Bournemouth. By the turn of the 20th century, Godfrey and his Orchestra had achieved just that, garnering major collaborations with the giants of classical music.

Innovation, creativity and excellence remain at the heart of today’s BSO, as we take the thrill of live music to audiences across 10,000 square miles of the South West and beyond. From its creative headquarters in Poole, the BSO delivers an extraordinary breadth of music to suit all tastes – from the cornerstones of the orchestral repertoire, to family-friendly classical extravaganzas, and intimate chamber music recitals. After the challenges of COVID-19, the BSO is delighted to be back on the road, bringing its work to people across the region.

The BSO’s Chief Conductor Kirill Karabits is widely regarded as one of the finest conductors at the helm of a UK orchestra. During his celebrated 12-year partnership with the BSO, Kirill has attracted high-calibre international artists to perform with us, introduced a wealth of inspiring new music, and formed a close bond with our uniquely loyal audience. Under his baton, the BSO has become increasingly recognised as one of the most exciting orchestras in the UK, reaching an annual listenership of 8.2 million people, with a global fan-base thanks to high-profile broadcasting and media partnerships with BBC Radio 3 and Classic FM.

The BSO is also a trend-setter beyond the concert hall. Its award-winning BSO Participate programme has captured global attention with a series of pioneering projects for people of all ages and walks of life.

* In 2018, the BSO received the Alzheimer’s Society ‘Dementia Friendly Organisation of the Year’ award for its life-affirming work in support of patients living with dementia in hospitals and care homes.
* BSO Resound, the first professional disabled-led ensemble core to any major symphony orchestra, was acknowledged for its impact by the Royal Philharmonic Society in 2019.
* From nursery workshops to community orchestras, the BSO’s wider programme of musical, cultural and educational activities reaches around 80,000 children, young people and adults each year.

The BSO was one of the very first UK orchestras to resume live performance after the initial COVID-19 lockdown. Our trail-blazing response throughout the pandemic has cemented our reputation as an innovative and enterprising organisation, attracting praise from Arts Council England, the government, national media and visiting artists alike.

The Benefits of Working for the BSO

The BSO is a great place to work. We’re one of the friendliest and most dedicated teams you’re likely to encounter; we’re passionate about music and how it can change lives for the better.

We also work hard to create a culture where everyone has the opportunity to shine, feel valued and appreciated. We will invest in your learning and development to accelerate your growth and career progression.

We offer the following comprehensive package of employee benefits:

* Annual leave entitlement of 20 working days plus bank holidays;
* Discretionary quota of additional leave between Christmas and New Year;
* ‘Medicash’ healthcare package providing cash back towards a wide range of wellbeing treatments, e.g. acupuncture, reflexology, reiki, dental treatments, optical care, and homeopathy;
* Access to the BSO’s health and wellbeing service, which includes the BSO’s Orchestra Doctor, on-site masseuse, on-site yoga, and a discount with a local physiotherapist;
* Personal Pension with an employer contribution (5%) and the option of salary sacrifice;
* Generous Life Insurance, which provides life cover of three times annual salary;
* Complimentary tickets to BSO concerts and theatre/cinema at Lighthouse, Poole’s Centre for the Arts;
* Free Will-writing service and initial legal consultation covering a number of areas of law;
* Childcare Vouchers;
* Free car parking permit for staff.

And finally, a job with the BSO is a chance to make a life in Dorset, a county dominated by Areas of Outstanding Natural Beauty, with award-winning beaches and nearly 100 miles of Jurassic coastline. It is one of the best places to live in the UK, enjoying 364 more hours of sunshine throughout the year than the rest of the country.

So, if you like the sound of a job where you can run along the beach in the morning and Kayak after work, Dorset is the place for you.

But it’s not all sun and sand…

The BSO is based in Poole, just next to Bournemouth – increasingly cosmopolitan towns bustling with great places to eat and drink. And thanks to two outstanding universities and a young population of top tech, digital and creative talent, it’s a vibrant place to work, rest and play.

Development Officer Job Description

**Salary Range £18,000 - £21,500 per annum**

Reporting to the Development Manager (Major Donors)

The Development team is responsible for fulfilling the BSO’s fundraising needs. Working to agreed targets, the team generates funds through various income streams, including trusts and foundations, corporate partnerships, major and individual donor fundraising, and the BSO’s Membership scheme. As a Development Officer at the BSO, you will have the chance to develop experience and skills underpinning the fundraising discipline – including event management, supporter/customer care, marketing and communications, and research.

**Main Responsibilities:**

1. **Supporter development and stewardship**

* Support the Development Manager and Senior Development Officer in the implementation of the individual giving strategy, helping to ensure that fundraising targets are met.
* Act as a friendly and highly professional point of contact for supporter enquiries (written, email and telephone), directing them to colleagues as required.
* Help donors with ticket requests, digital queries and any other issues, responding quickly, cheerfully and efficiently.
* As required, support the Development Manager and Senior Development Officer by drafting personalised correspondence, or creating draft presentations to an agreed brief.
* Take a leading role in the creation of small touches that make a donor’s experience of the BSO so rewarding – for example, getting concert programmes signed by artists, printing and framing signed photos, wrapping gifts and handwriting cards.
* Record donor communications accurately on the BSO database.

1. **Event Management**

* Support the Development Manager and Senior Development Officer in planning the events programme for high-level supporters. Lead on event administration, including: writing event plans and briefing notes, drafting and sending invitations, recording guest responses, responding to queries, booking rooms and refreshments, liaising with agents to book artists, inviting BSO musicians, setting up function rooms, maintaining accurate attendance records for events, and recording feedback.
* Assist with the delivery of events for high-level supporters and members, including occasional trips to other concert halls across the South West and UK.
* Think creatively about events, and play an active part in regular brainstorms to make our events even more imaginative, interesting and successful.

1. **Communication, reporting and research**

* Under supervision, create and update communication materials for high-level supporters e.g. cover letters, welcome packs, newsletters, e-bulletins, fact sheets, supporter surveys, digital content etc. Duties may include drafting copy, deciding layout, and sourcing images.
* Produce mailings (merging, printing and posting), including the creation of mailing lists from the database.
* Generate accurate database reports on donor status, analysis, value and attrition, including database/online research into potential supporters of the BSO.
* Undertake research for funding proposals, donor reports and other activities as briefed. Work closely with colleagues across the BSO (Concerts and Programming, Participation, Marketing and Finance) to gather information required for proposals and fundraising communications to individual donors.

1. **Financial administration**

* Each year, create new ‘funds’ and ‘opportunities’ for all high-level givers on the BSO database. Set up new Direct Debit Instructions and pledges for all known gifts, including Direct Debit instalments.
* Process gifts promptly and accurately on the BSO database, ensuring that Gift Aid declarations are in place wherever possible, passing details of restricted gifts to the Finance team.
* Record gifts and pledges on Excel, creating an accurate record of banked and pledged income.

1. **Teamwork**

* Participate actively in Development team meetings and one-to-ones with the Development Manager.
* Support the delivery of selected corporate receptions, dinners and events for BSO supporters sponsored by corporate partners.
* Provide back-up to the Membership team if needed during times of staff sickness or holiday.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time, and revised and updated in consultation with you to reflect appropriate changes.

Development Officer Person Specification

Education to degree level

**Essential (music degree is desirable)**

A desire to develop skills and experience across fundraising disciplines, including events management, proposal writing, marketing and communications, and relationship management

**Essential**

Willingness to learn and apply that learning in the workplace, with a can-do, problem-solving attitude

**Essential**

Strong communication (written and oral) and inter-personal skills

**Essential**

Excellent organisational skills, experience of juggling competing priorities and hitting deadlines

**Essential**

Analytical ability and attention to detail

**Essential**

Excellent team-working skills

**Essential**

A keen interest in the arts and the classical music world

**Essential**

Computer literate: Internet, Email, Microsoft Office and database applications

**Essential (experience of Spektrix is desirable)**

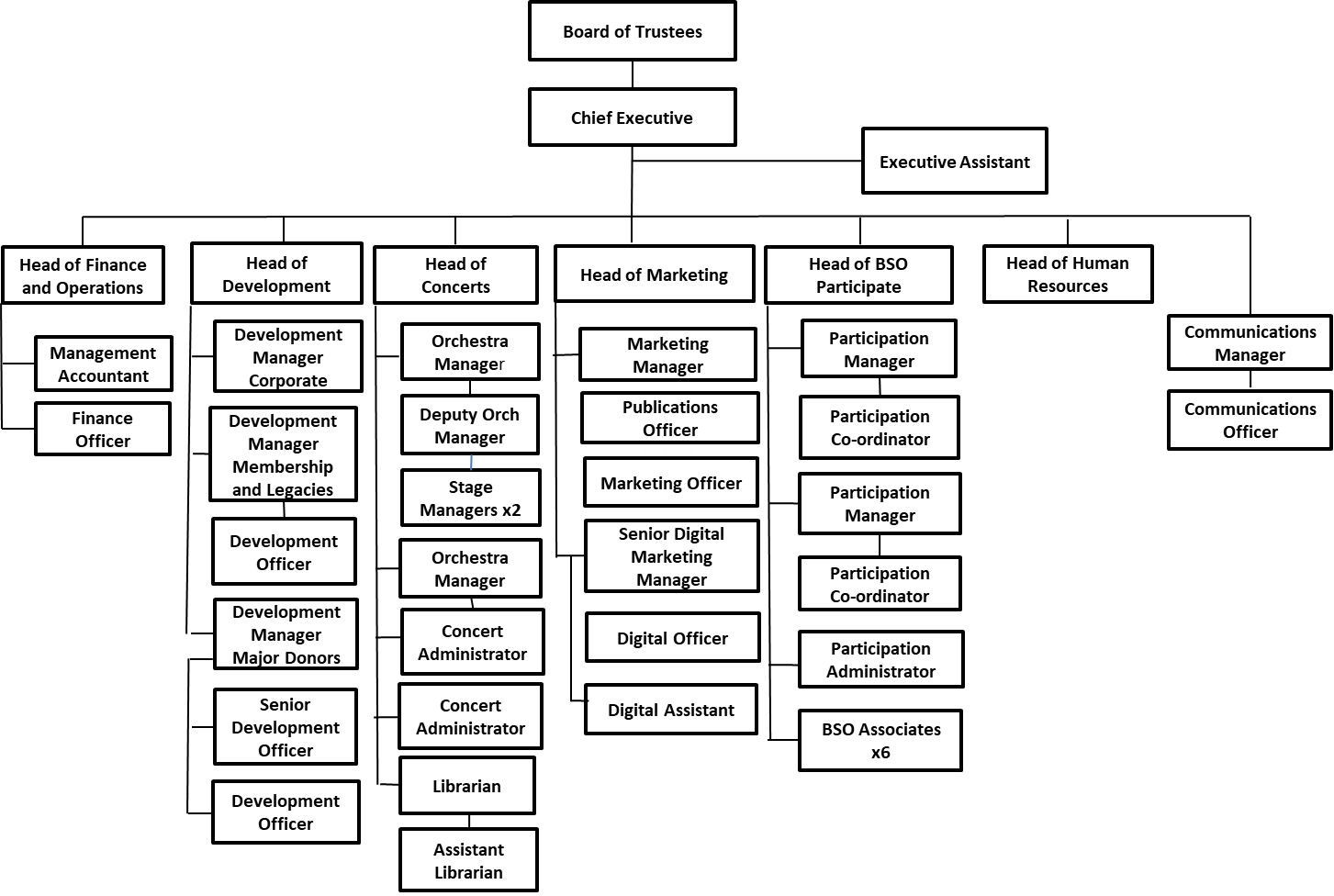
A full, clean driving licence

**Essential**

Experience of fundraising in a cultural organisation

**Desirable**

BSO Organisational Structure



How to Apply

Please send your CV with a covering letter, completed BSO Application form, and Equal Opportunities form to [nwright@bsorchestra.co.uk](mailto:nwright@bsorchestra.co.uk) by midday on Friday 3rd September.

The selection of our new Development Officer will take place during a two-stage interview process with a first round of interviews on Thursday 9th and Friday 10th September by Zoom, followed by second-round interviews in person at our Head Office in Poole on Thursday 16th September.

We will aim to make a swift decision so that the successful applicant can start in role week commencing 18th October.

Shortlisted candidates may be required to undertake an interview task at each stage of the process to help us with our decision-making. If so, we will brief you in advance so that you know what to expect and have time to prepare.

We look forward to receiving your application. Good luck!