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Bournemouth Symphony Orchestra

Senior Development Officer

Information for Applicants

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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*”.

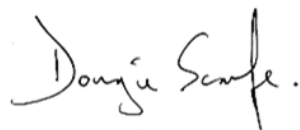
I joined the BSO because of its high artistic values, its outstanding Chief Conductor Kirill Karabits, and its international reputation for world-class music-making. Over the last ten years, I have seen the BSO go from strength to strength, thanks to the organisation’s ambitious culture, pursuit of continuous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



This organisational approach, supported by philanthropy, has enabled the BSO to thrive despite the challenges posed by COVID-19. During the pandemic, the BSO was one of a handful of UK Orchestras to livestream its music, and among the first to return to the stage with a full symphonic season. Last summer, our musicians got back on the road, taking music to communities across the South West; in the 2021/22 Season, we worked with extraordinary artists and announced Mark Wigglesworth’s appointment as Principal Guest Conductor. In a nutshell, there’s never been a more important and exciting time to join the BSO team.

With restrictions now eased, our musicians are also returning to community settings throughout the region. We have built a reputation for being inclusive and relevant for the communities we serve, delivering an array of initiatives that use the power of music to enhance lives: from inspiring the next generation, to forging career pathways for disabled musicians, and boosting health and wellbeing through music.

Development is about more than raising income, it’s about making an impact. 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 and its Development team.

There has never been a more exciting and important time to raise funds for one of the most pioneering orchestras in the UK. Gifts from individuals make up a significant percentage of the BSO's fundraising income, and the Senior Development Officer has a vital role to play in the continued growth of this fundraising area.



This is an opportunity for a bright, confident fundraiser to take their next career step by joining a successful fundraising team at a major arts organisation. The BSO is big on ambition, as well as being a great and creative place to work.

You'll be at the heart of a go-getting Development team which raises around £1.2 million annually. Looking after a growing community of mid-level donors who are stalwart supporters of the Orchestra, you'll need to provide great stewardship to existing donors, while finding creative ways to bring new supporters on board.

Experience in fundraising is essential for this role, along with a love of music and the BSO's work, both on stage and in the community. We need someone who is great with people, an excellent communicator, has terrific writing skills, is highly organised, willing to learn, and works to the highest 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, trail-blazing programme of work both in and beyond the concert hall, then we would love to hear from you.



Jackie Tanner
Head of Development

Contribution of philanthropy as a percentage of total income increased from 14.4% in 2019/20 to 16.4% in 2020/21 – a measure of the loyalty and love felt for the BSO by its supporters.

About Bournemouth Symphony Orchestra

Innovation, creativity and excellence are at the heart of the 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 well-known orchestral masterpieces to commissions and world premieres, family-friendly classical extravaganzas, and chamber music recitals. We also reach a growing international audience through our digital concert series, developed in response to the lockdowns of 2020. After the challenges of COVID-19, the BSO has returned to venues across the region, bringing the joy of live music to people who need it most.

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 13-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, 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 that annually reach around 80,000 people of all ages and walks of life.

- We take music into schools and colleges, ensuring that young learners have a chance to participate in music.
- Launched in 2022, our Young Associates initiative provides a career springboard for two talented young people from communities traditionally under-represented in the arts workforce.
- 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.
- Our Bristol-based Recovery Orchestra, run in collaboration with Bristol Drugs Project, is changing the lives of people recovering from addiction.
- Our programme of dementia-friendly work includes Cake Concerts, projects in care homes and musical interludes on hospital wards.

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.

We have reached over
100,000 people through
livestreamed concerts since
September 2020.

It's not an exaggeration to say that the musical world has looked over to the south coast of England, to Bournemouth, with envy and admiration over the past year. Colleagues in New York, Sydney, Singapore and more have told me of their amazement at what has been achieved by the BSO during the pandemic.... The BSO has led the way.

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 work hard to create a culture where everyone has the opportunity to contribute, 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;
- 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.

Dorset has 364 more hours of sunshine throughout the year in comparison to the UK average.

With two Oscar winning Universities, Bournemouth has one of the fastest growing tech sectors in the UK.



Job Description

Senior Development Officer (High-Level Giving)

Reports to:	Development Manager (High-Level Giving)
Responsible for:	N/A
Location:	Poole
Nature of contract:	Full Time
Salary:	£26,000 per annum

Primary Purpose of the Job

To support the Development Manager and Head of Development in the implementation of Bournemouth Symphony Orchestra's (BSO) individual-giving strategy, ensuring that fundraising targets are met and income from individual donors is maximised.

Working closely with the Development Manager and Development Officer, the post holder will be responsible for the retention and recruitment of mid-level individual donors (giving £1,000-£2,499), using a range of events, face-to-face meetings, digital and postal communications to maximise donor retention and lifetime value.

Primary Responsibilities

1. Supporter development and stewardship
 - Be personally responsible for the stewardship of an agreed portfolio of donors (giving £1,000-£2,499), and work with the Development Manager towards upgrading their support.
 - Work with the Development Manager to create and implement strong stewardship plans and supporter journeys for all mid-level donors through a calendar of targeted communications, events and face-to-face meetings, aiming to retain and develop their support of the BSO.
 - Maintain excellent donor relations through face-to-face meetings, events, phone calls, emails and letters, delivering bespoke stewardship.
 - Build up key knowledge of mid-level prospects and donors to establish their motivations and better understand how to develop an enduring, long-term relationship with them, coordinating proposals and asks throughout the year.
 - Provide regular reporting to donors, demonstrating the impact of their gifts and the case for further support.
 - As agreed by the Development Manager, work with the Development, Marketing and Communications teams to ensure that donors are appropriately thanked and acknowledged.

2. Events and key meetings
 - Overseen by the Development Manager, work with the Development Officer to coordinate and deliver a range of donor and prospect events. Key tasks include: preparing guest lists, issuing invitations, liaising with suppliers and venues, booking rooms and musicians, and preparing guest biographies and staff briefings.
 - Support and attend these and other cultivation and stewardship events for all Member and supporter groups, acting as a representative of the Orchestra and Development team, following up leads and opportunities as agreed with the Development Manager.
3. Communications, reporting and research
 - Overseen by the Development Manager, deliver a calendar of communications to mid-level donors, keeping them close to the BSO's work.
 - Undertake research and data analysis of new and existing donors, Members and prospects to help identify individuals with capacity to be upgraded. Work with the Development Manager to develop and implement plans to cultivate and solicit these prospects.
 - As required, contribute ideas and copy for donor communications.
4. Administration and financial management
 - Maintain accurate records for donations and correspondence from individuals on the department's database, including recording donations, correspondence and meeting reports, along with future reporting or stewardship actions.
 - Work with the Finance team to ensure that accurate records of income, Gift Aid and expenditure for individuals are maintained, including details of any restricted giving.
5. Teamwork
 - Overseen by the Development Manager, liaise with colleagues in the Development team and other BSO functions to gain inspirational content and detail for the creation of bespoke proposals and communications matching the motivations and interests of individual donors.
 - As agreed with the Development Manager, incorporate legacy messaging into donor-cultivation and stewardship plans, notifying the Development Manager (Membership and Legacies) about new legacy prospects and pledgers.
 - Work closely with the Development Manager (Corporate) to deliver sponsorship commitments where these intersect with the high-level giving programme.

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.

Person Specification

Education to degree level or equivalent
Desirable

Experience of relationship-based fundraising and a track-record of securing gifts from individuals
Essential

Understands donor motivations for giving and is passionate about excellent in supporter care
Essential

Strong team player, work ethic and a clear commitment to the maintenance of high-quality work
Essential

Strong communication (both written and oral) and excellent inter-personal skills
Essential

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

Analytical ability supporting the interpretation and presentation of data
Essential

Attention to detail
Essential

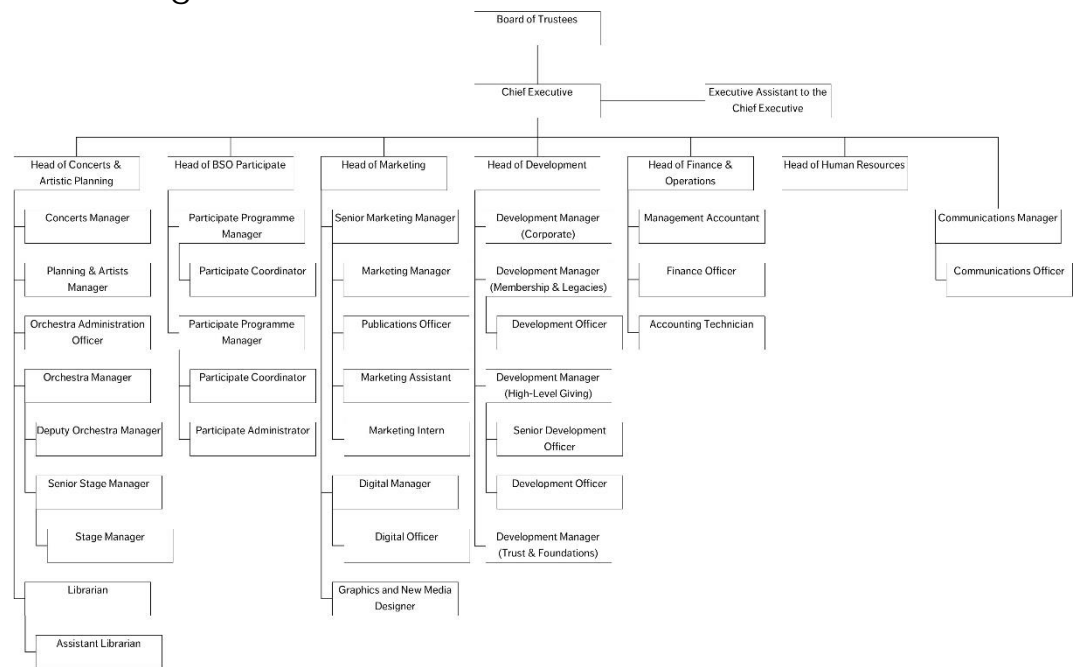
A desire further to develop skills and experience across fundraising disciplines including relationship management, events management, proposal writing, marketing and communications, research and data analysis
Essential

Highly computer-literate: Internet, Email, Microsoft Office and database applications
Essential

Knowledge and appreciation of classical music
Desirable

Willing to travel and in possession of a full driving licence
Essential

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 by midday on Friday 3 June.

The selection of our new Senior Development Officer will take place during a two-stage interview process with a first round of interviews on Thursday 16 and Friday 17th June by Zoom, followed by second-round interviews in person at our Head Office in Poole on Thursday 23 and Friday 24 June.

We will aim to make a swift decision so that the successful applicant can start in role well in advance of the 2022/23 Concert Season (which starts on 5 October 2022).

Shortlisted candidates will 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!