



Amazing orchestra, amazing people

Senior Development Officer  
Job Application Pack  
July/August 2022

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## Welcome

Thank you for your interest in Bournemouth Symphony Orchestra (BSO) and the role of Senior Development Officer.

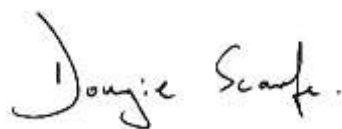
The BSO has a great fundraising story to tell, and there is so much more that we can and want to achieve. Quite simply, there has never been a more exciting time to raise funds for one of the most pioneering orchestras in the UK.

The pandemic was a true test of BSO's organisational mettle. I look back in pride at the BSO's truly innovative response as the first orchestra to launch a livestreamed Concert Season.

At a time when venues and orchestras were shut down and silent, the BSO's creativity and entrepreneurial flair enabled us to adapt from touring orchestra to global broadcaster in just a matter of months. As a result, the orchestra reached more people than ever before and our organisational reserves remain intact as we emerge from the pandemic.

Without question, the philanthropic support we have built up over the last 10 years, from individuals, charitable trusts and foundations, and companies has allowed the BSO to thrive despite the challenges posed by COVID-19.

So, if you are looking to join a really valued Development team in one of the most ambitious, creative, and well-regarded orchestras in the UK, look no further.



Dougie Scarfe  
Chief Executive

## 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.

From its creative headquarters in Poole, the BSO delivers music to suit all tastes – from well-known classical masterpieces, family-friendly classical extravaganzas, and intimate chamber recitals. We also reach a growing international audience through our livestreamed and on-demand digital concert series.

During his 13-year partnership with the BSO, our Chief Conductor Kirill Karabits has attracted high-calibre international artists to perform with us, developing a global fan-base thanks to prestigious broadcasting and media partnerships with BBC Radio 3 and Classic FM.

BSO is a trend-setter, delivering award-winning work and gaining global attention as it leads the way in making classical music, and the sector as a whole, as diverse and inclusive as possible, for example, through:

- The creation of BSO Resound, the world's first professional disabled-led ensemble core to any major symphony orchestra. This initiative was recognised by The Royal Philharmonic Society's Impact Award, one of the highest accolades in classical music, for its impact on the lives of people who may not otherwise be able experience classical music;
- A comprehensive body of dementia-friendly music, performance and engagement programmes. This led to BSO's national recognition as Dementia Friendly Organisation of the Year by the Alzheimer's Society and, later, acknowledgment by our royal patron Princess Alexandra with a celebratory event at Buckingham Palace;
- The launch of our Young Associates scheme, which provides a career springboard – an opportunity for two talented young people from communities traditionally under-represented in the arts workforce to learn their craft with expert support and mentorship..

We passionately believe in the power of music to enhance lives. As a registered charity, the BSO relies on income from a wide range of sources to deliver its work and is proud to be generously supported by Arts Council England and one of the most loyal audiences of all UK orchestras.

## 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

#### Main Purpose of the Job

To support the Development Manager with the delivery 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, and digital and postal communications to maximise donor retention and lifetime value.

#### Responsibilities

1. Supporter development and stewardship
  - Be personally responsible for the management of an agreed portfolio of donors (giving £1,000-£2,499), and to work with the Development Manager to upgrade their support.
  - Work with the Development Manager to create and deliver strong stewardship plans and supporter experiences for all mid-level donors through a calendar of targeted communications, events and face-to-face meetings
  - Maintain excellent donor relations through face-to-face meetings, events, phone calls, emails and letters.
  - Build BSO's knowledge about 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 for support throughout the year.
  - Provide regular reporting to donors, demonstrating the impact of their gifts and BSO's case for further support.
  - Work with the Development, Marketing and Communications teams to ensure that donors are appropriately thanked and acknowledged.

2. Events and key meetings
  - Reporting to the Development Manager, to work with the Development Officer to coordinate and hold 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 Development events acting as a representative of the Orchestra and Development team, following up leads and opportunities as agreed.
3. Communications, reporting and research
  - Reporting to the Development Manager, deliver a calendar of communications to mid-level donors, keeping them close to the BSO's work.
  - Undertake research and analysis of new and existing donors, Members and other prospects to identify and cultivate those with capacity to give or increase their support.
  - Contribute ideas and copy for donor communications.
4. Administration and financial management
  - Maintain accurate records of correspondence from individuals on the department's database (Spektrix), including donations, meeting reports, and 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
  - As advised 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 proposals and communications matching the motivations and interests of 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. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

## Person Specification

Experience of fundraising or equivalent relationship development and track-record of securing support  
Essential

Understanding of donor motivations for giving and passion for providing excellent supporter care  
Essential

Strong team player who is committed to delivering high-quality work at all times  
Essential

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

Excellent organisational skills, ability to juggle priorities and meet deadlines  
Essential

Attention to detail and ability to interpret and present data  
Essential

Keenness to develop skills and experience in relationship and events management, writing, marketing and communications, research and data analysis  
Essential

High level of computer-literacy and experience of working with, or a willingness to learn, database applications (e.g. Spektrix)  
Essential

Ability to drive with a full driving licence or commitment to learn  
Essential

Willingness to travel to Portsmouth, Exeter and Bristol and other parts of the region as required  
Essential

Education to degree level or equivalent  
Desirable

Knowledge and appreciation of classical music  
Desirable

## 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 is appreciated.

We will invest in your learning, personal development and career progression with a range of in-house and external training opportunities.

We also offer the following package of employee benefits:

- A total of 30 days annual leave including 8 bank holidays
- A further quota of discretionary leave between Christmas and New Year. (In 2022, this will add 4 extra days to your annual entitlement.)
- Time off in lieu for any occasional weekend work, and 'Duvet Mornings' if returning late from events during the normal working week
- Free eye test and contribution to glasses if required
- Support in promoting and maintaining positive mental health with access to mental health first aiders, a confidential support helpline, and 'Medicash' cash-back scheme, which offers a range of health and wellbeing treatments e.g., acupuncture, reiki, dental bills, massage and homeopathy;
- Personal Pension (with option of salary sacrifice) with an employer contribution of up to 5%
- Generous life insurance, providing life cover of three times annual salary
- Complimentary tickets to BSO concerts and theatre/cinema shows at Lighthouse, Poole's Centre for the Arts (where available)
- Free car parking permit for staff
- Access to a company car for donor meetings and events



## 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 **Wednesday 31 August 2022**.

### About the interview process

Interviews for the Senior Development Officer role will take place during a two-stage process with a first **round of interviews on 8<sup>th</sup> or 9<sup>th</sup> September** followed by **second-round interviews on 15/16 September** in person at our Head Office in Poole.

Shortlisted candidates may be required to undertake an interview task during this process –if so, we will brief you well in advance so that you know what to expect and have time to prepare.

Shortlisted candidates will be reimbursed for the cost of their travel if interviews are held in person.

We won't keep you waiting long before we make our decision and will give personal feedback to all those involved in interviews for this role.

Our aim is to have someone to start in role before the start of our 2022/23 Concert Season on 5 October 2022.

We look forward to receiving your application!

### Need more information?

If you would like more information or a friendly confidential chat about any aspect of the job before applying, please contact Will Cainen, Development Manager at [wcainen@bsorchestra.co.uk](mailto:wcainen@bsorchestra.co.uk) to arrange a phone call.

If you need any of the application documents in a different format or have any questions about, or need of, adjustments around any part of the recruitment process, please do let us know.

We're committed to building a culturally diverse workforce and encourage applications from groups that are under-represented in the classical music sector. BSO is an Equal Opportunities Employer and we are committed to hiring people based on attitude and merit and welcome applications from everyone regardless of gender identity or expression, ethnicity, nationality, religion or belief, sexual orientation, disability or any other protected characteristic.