

Memberships Manager

Recruitment Information – October 2021

Reporting to: Individual Giving Manager

The London Symphony Orchestra

As the resident orchestra of the Barbican Centre, the LSO usually presents some 70 concerts here each year, performing the highest quality music from the core symphonic repertoire, as well as music by living or lesser-known composers. Other concert engagements in the UK provide additional opportunities for the Orchestra to be heard nationally, whilst the Orchestra's major international touring programme brings the LSO to a global audience, particularly through annual residencies in New York and Paris and regular visits to Asia, the USA and Europe. The LSO's activities also include an inspirational and pioneering education and community programme, LSO Discovery, and an award-winning record label, LSO Live, which enables the Orchestra's music to be heard by a global audience through digital recordings. LSO St Luke's, the Orchestra's music education centre, adds a unique dimension to the work of the Orchestra, being the home of LSO Discovery, LSO rehearsals, filming of LSO concerts, and a substantial public concert programme.

LSO Development Department

The London Symphony Orchestra aims to raise over £3 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, special events, and the statutory sector across all aspects of the LSO's activities both in the UK and internationally.

The pandemic has necessitated huge changes in all areas of the LSO's work, and Development is no exception. While some income streams have been hard hit by the pandemic, we have seen amazing and inspiring generosity from many people in response to the challenges we currently face (including to the Always Playing Appeal, which supports the orchestra's recovery and rebuilding) indicating the potential for a growth in fundraising from our audience. Support from individual donors, in particular our family of Patrons, has been vitally important over the course of the pandemic, and will remain key for ongoing health of organisation. This is an exciting time to join the team, as we review our engagement opportunities and memberships to ensure they remain current and attractive in the new climate.

Role Overview

The Memberships Manager will be the first port of call for Patron enquiries including ticket bookings, and will work with the Individual Giving Manager to ensure high levels of stewardship, with the opportunity to lead on the renewals of a portfolio of supporters. They will manage and develop the LSO Friends scheme, ensuring the programme is appealing and run efficiently. This will include working on a strategy to bring onboard new supporters, ensure renewals, and where appropriate encouraging supporters to increase their support, including considering joining the LSO Patron programme.

Key Duties

LSO Friends

- Working with the Development Coordinator, manage the administration of the LSO Friends scheme including applications, renewals, direct debits and gift aid declarations, where possible
- Liaise with the Barbican Box office to ensure smooth delivery of the annual priority booking period for LSO Friends.
- Deliver the annual programme of LSO Friends events and donor communications, ensuring all activities work to deepen connection to the LSO, encouraging retention and upgrades, including in some cases to join our Patrons programme
- Manage the team of LSO Friends Volunteers undertaking concert and other volunteer duties
- Work with colleagues across the organization to find opportunities to promote the Friends programme, encouraging steady recruitment of new Friends

LSO Patrons

- Work alongside Individual Giving colleagues to manage stewardship and renewals for a portfolio of LSO Patrons
- Support the Individual Giving Manager in the recruitment and stewardship of LSO Patrons to ensure success in meeting annual fundraising targets
- Manage Patrons' ticketing for Barbican concerts, working with the Development Co-ordinator to ensure that all Patrons tickets are arranged and invoiced correctly
- Assist with ticketing for external concerts and events
- Administration of applications, renewals and direct debits for donors

Pioneers

- Supporting the IG Manager in stewarding and recruiting Young Patrons/Pioneers, in particular supporting regular communications to this group & working with the founder Pioneers to develop this group

LSO Guardians

- Work with the Philanthropy Manager to ensure regular communication about legacy giving in LSO materials (including programmes and magazines) and communications to our supporters

General Individual Giving

- Lead on public promotion of individual giving opportunities, including annual appeals, Friends recruitment (especially around Christmas & new booking periods), including working closely with the LSO Digital Manager to maximise social networking and online donation opportunities
- Maintain accurate records on the Development Department fundraising database, Raiser's Edge, and manage biannual Gift Aid claims

Other

- Stay informed of developments and trends within the field of fundraising and sponsorship by monitoring periodicals and networking with appropriate bodies and other charities, e.g. the Chartered Institute of Fundraising
- Regular attendance at LSO concerts at the Barbican during the evenings and at weekends; concert duty is largely organised on a rota basis
- Assist with other department activities on an ad hoc basis including assistance with large-scale fundraising events and special appeals
- Carry out any other duties that may be reasonably required

Experience and Skills Required

Essential

- At least one year of experience gained with a not-for-profit development department
- Self-motivated with strong organisational skills and attention to detail
- Exceptional oral, written and electronic communication skills
- Ability to build relationships with individual donors of differing ages and backgrounds
- A team player with the ability to foster good working relationships with internal and external stakeholders including cross-departmental relations, external partnerships and suppliers
- Ability to prioritise and manage a pressurised workload
- An understanding of legislation pertaining to Gift Aid and VAT in relation to memberships
- Willingness to attend events outside of normal working hours
- Working knowledge of MS Office and Raiser's Edge or an equivalent database

Desirable

- Previous experience of working in the arts is not required, although an understanding of how performing arts organisations operate is desirable
 - A knowledge of, or interest in, classical music
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Terms and Conditions

- Salary Range: £25,000-£28,000 per annum, according to experience
- Normal working hours: 9.30-18:00, Monday-Friday, with additional hours as required for which overtime is not paid.
- Notice Period: three months.
- 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 as follows:
 - In line with auto-enrolment regulations during first year of service.
 - 5% employer contributions and 2% employee contributions after 1 year's employment.
- Non-contributory private healthcare scheme.*
- Company income protection insurance.*
- Cycle to work scheme.

** after completion of one year's employment*

The LSO's offices are based at the Barbican Centre, London.

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, sex, 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.

How to apply

If you would like to apply for this role, please complete the application form and equal opportunities form online by following the link provided at www.iso.co.uk/jobs.

If you have any questions about this role, please contact Liana Richards, Director of Development at liana.richards@iso.co.uk or 020 7382 2552.

The closing date for applications is 10.00am on Monday 8 November.

Please note: interviews will be held on Monday 15 November.