

Development & Events Assistant

Fixed term contract, 12 months

Summary

The London Sinfonietta is one of the world's leading contemporary music ensembles, having established a world-wide reputation over 50 years. Our mission is to engage wider audiences in new music, support the growth of individuals and communities and develop talent.

The Development & Events Assistant ensures the smooth running of London Sinfonietta's fundraising and event activity, including overseeing the individual giving membership schemes, organising hospitality and other donor events and ensuring effective relationships and systems are maintained. The post-holder works to the Development Manager but also supports other LS colleagues with the organisation of other projects and smaller scale events. Key responsibilities include:

- **Working with the Development Manager and LS colleagues to ensure that London Sinfonietta's funding opportunities are maximised through our individual giving schemes, campaigns and events**
- **Maintaining effective communications and relationships with regular and prospective supporters, acting as a point of contact for donors**
- **Organising, delivering and attending supporter hospitality, stewardship and other cultivation or fundraising events**
- **Maintaining efficient administrative, database and financial processes relating to fundraising activity, liaising with the Finance team**
- **Provide the Digital, LS Concerts & Production and P&L teams with event support as required**

About the London Sinfonietta

"The world's top new-music ensemble" The Times, January 2018

The London Sinfonietta is one of the world's leading contemporary music ensembles. Made up of a core of Principal Players, the ensemble is Resident at Southbank Centre and Artistic Associate at Kings Place, with a busy touring schedule across the UK and abroad and a growing digital presence. Across our history, we have worked with many of the greatest living creators of new music and the organisation receives regular national press attention for its ambitious programme of new pieces and projects. From musical messages to the government, to bicycle-powered pieces about climate change – we're not afraid to make a statement. We regularly collaborate with other musicians, artists and contemporary art forms that helps us reach a wider audience.

Fundraising plays a vital role for the London Sinfonietta; via combination of trusts and foundations, individual giving and corporate sponsorship, the Development Team raises c £300,000 each year towards our concerts, touring, digital projects, talent development programmes for early-career artists, and work in schools and the wider community. We have built a dedicated and loyal group of supporters around the ensemble over 50 years, who share our passion and commitment to shaping the music of tomorrow. This

role is central to the successful management of relationships with these supporters, via efficient administration of donations and the organisation of both small and large-scale events.

The London Sinfonietta staff are a small, friendly and enthusiastic team based in Kings Place, Kings Cross (though most of the team is currently working remotely due to the Covid-19 pandemic). As an organisation that exists to shape, reflect and respond to the society in which we live, we want our administrative team to be representative of the communities where we work, encompassing a wide range of different backgrounds and experiences. Though some of our staff are musically trained or have backgrounds in the performing arts, this is by no means necessary for many of the roles in the organisation. We value and appreciate new ideas and perspectives that may help bring the exciting sound world of contemporary classical music to a wider audience.

Job Description

Key Responsibilities

Fundraising department administration

- Process memberships and administer the primary Individual Giving Schemes (Pioneers, £50+; Sinfonietta Circle, £1,200+; Entrepreneurs, £2,000+).
- Manage regular communications with donors including writing of thank you letters, renewals and the regular donors e-newsletter
- Ensure that both funder and donor benefits are realised and managed
- Ensure that all data relating to individual donors, grant-making organisations and key stakeholders (e.g. press, industry, education contacts) is correctly imported, securely stored and kept up-to-date through the organisations Customer Relationship Management software, Tessitura (for which training is provided).
- Ensure that acknowledgements and credits for funders and donors are included on the website, in marketing print and in digital communications.
- Ensure that the Support Us and Commissions area of the website is kept updated, using the website CMS system (for which training is provided)
- Track income from donations and grants received, liaising with the Development Manager and Finance team, using Tessitura and other databases to enable income received to be accurately reported and forecast.
- Work with Finance team to prepare quarterly Gift Aid claims, ensuring up-to-date knowledge of guidance and maintaining Gift Aid records to ensure compliance with HMRC
- Assist the Development Manager with research and preparation for applications and reports to Trusts and Foundations, and other potential partners and sponsors
- Arrange and minute Development Working Group meetings with colleagues plus external attendees as required.

Supporter events and campaigns

- Be responsible for the planning and management of hospitality and stewardship events for supporters, including Open Rehearsals and receptions
- Manage guest lists and invitations to events and concerts
- Event responsibilities include researching and liaising with venues and catering providers, liaising with the Concerts team regarding booking any performing musicians as necessary and acting as point of contact / event steward.
- Work with the Development Manager and LS colleagues to organise individual giving campaigns, one-off cultivation or fundraising events, online events and crowd-funding campaigns (such as The Big Give).

- Assist the Development Manager and CEO & AD with stakeholder engagement and advocacy communications where required

Other events and projects

- Assist the Digital Productions Manager with preparation and set up for some digital productions. This includes setting up and packing down of digital equipment during events and filming sessions, and operation of in-house equipment (for which training will be provided)
- Provide events assistance to the Production team on a flexible basis
- Assist the General Manager and CEO & AD with arranging some internal events such as staff training away days or Board/staff workshops
- Carry out other reasonable tasks or duties as appropriate to the level of the role, as requested by the Development Manager, General Manager or CEO & Artistic Director.

General responsibilities

- All staff are normally required to attend London Sinfonietta concerts and events in London.
- Attend full staff meetings and contribute to on-going strategic and operational discussions and decisions.
- Take part in 1:1 meetings and periodic performance reviews, demonstrating a commitment to managing own learning and continuous professional development relevant to the role.
- Demonstrate a commitment to achieving London Sinfonietta's goals in equality, diversity and inclusion.
- Demonstrate discretion and confidentiality across any work regarding sensitive or personal information; work to organisation guidelines and protocols regarding Data Protection.
- To follow legal requirements and best practice in all aspects of Health & Safety, including Covid-19 safety and safeguarding arrangements, taking reasonable care for yourselves and others and co-operating with management on all aspects of Health & Safety.

Person Profile

This role would be suitable for someone with good organisational and administrative skills who would like to gain experience in a broad-based role within an arts organisation. We are looking for a team player who is able to communicate well both verbally and in writing, with the ability to maintain excellent relationships with a variety of stakeholders and supporters through to artists and venue staff. Reliability and professionalism are important, with the ability to use software and databases effectively to maintain efficient administrative processes for the Development team. A willingness to develop new skills and the flexibility to work on several projects and tasks at any one time is also essential.

Key skills, attributes and experience

ESSENTIAL

Relevant experience and knowledge

- At least 6 months office administration experience, preferably working in an arts environment role
- Experience of dealing in a professional manner with customers, donors or clients
- High level of IT literacy, with a confidence in learning new software
- Experience of using and maintaining a database
- An enthusiasm for learning about and implementing digital fundraising and communication techniques

Key attributes - essential

- Excellent communication skills, both written and verbal
- Good English copywriting skills, able to convey key messages across a range of written communications such as email, newsletters, reports, applications and invitations

- Good organisational and administrative skills with the ability to prioritise a varied workload
- Reliable and self-motivated with ability to deliver on time to agreed deadlines
- Ability to work independently on own initiative, as well as within a team
- Willingness to learn new skills and software as necessary
- Excellent attention to detail

DESIRABLE

- Knowledge of and/or experience of working in a fundraising setting
- Experience of organising events of different scales
- Working knowledge of music and the classical music industry
- Experience of using Tessitura
- Experience of working with digital e-communications platforms (e.g. Mailchimp/ WordFly)
- Experience of working with a CMS (website) system
- Understanding of GDPR and the fundraising codes of practice
- Understanding of Gift Aid and VAT as related to charitable fundraising

Terms and Conditions

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| Line Manager: | Development Manager |
| Contract: | 12 month fixed term contract |
| Role: | The London Sinfonietta is a small organisation which always needs to work flexibly and is able to provide all employees with a broad set of experiences that significantly enhance their future career prospects. It is expected that all roles in this small team will evolve over time, creating opportunities to take on new responsibilities, gain varied experience and develop new skills. Any significant changes to the job description would only be implemented in conversation with the post-holder and be supported by training as required. |
| Working Hours: | Full time position (35 hrs per week). Normal office working hours are 10am to 6pm, (or 9.30-5.30pm or 9am-5pm depending on requirements and by negotiation) In practice, the demands of the job will require working outside these hours, including attendance at London Sinfonietta concerts at evenings and occasional weekends as necessary. A time off in lieu policy applies for days worked at weekends or bank holidays. |
| Office Address: | Kings Place, 90 York Way, London N1 9AG. Currently, most employees are working from home and we foresee a mixed pattern of both home and office working will continue. London Sinfonietta will provide a laptop or other home working equipment as required. |
| Salary: | £23,500 per annum |
| Pension: | We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). LS contribute an amount equal to 3% of salary, with the Employee making a contribution of 5% of salary. |
| Annual Leave: | 25 days (plus 8 statutory bank holidays) |
| Start date: | As soon as possible (depending on applicant's current notice period) |
| Notice period: | After probation period, 6 weeks' notice in writing |

Equality and Diversity

London Sinfonietta is committed to becoming a more diverse and inclusive organisation and is investing to become more representative of the communities in which we work. We believe that different ideas, perspectives and backgrounds are essential to making new music, and when people feel respected and included, they can be more creative, innovative and successful in their work.

We encourage applications from those who are currently under-represented in our workforce and also more widely in the classical music industry, including D/deaf or disabled, and applicants who experience barriers due to ethnicity, gender identity and/or socio-economic background.

To ensure that our equal opportunities process is effective and to monitor the range of people who are applying to work with us, please complete an Equality and Diversity monitoring form with your application. Please access the form by clicking the following link or copying and pasting the address into your web browser: <https://forms.office.com/r/BJtU7MUFPc>

All responses submitted are anonymous and will not be used by the interview panel for the purposes of selection.

Data Protection

London Sinfonietta is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Please visit <http://www.londonsinfonietta.org.uk/about/work-for-us> to download our Applicant Privacy Notice which sets out, in line with GDPR, the types of data that we collect and hold on you and how the data is processed.