



**SCOTTISH CHAMBER ORCHESTRA  
INDIVIDUAL GIVING OFFICER | MARCH 2021  
CANDIDATE INFORMATION PACK**

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*The Scottish Chamber Orchestra is an equal opportunity organisation; we value diversity in our organisation and welcome applications from anyone with appropriate skills. The Scottish Chamber Orchestra is an accredited Living Wage Employer.*



## **1. Orchestra Biography**

The internationally celebrated Scottish Chamber Orchestra is one of Scotland's five National Performing Companies.

Formed in 1974 and core funded by the Scottish Government, the SCO aims to provide as many opportunities as possible for people to hear great music by touring the length and breadth of Scotland, appearing regularly at major national and international festivals, including the Edinburgh International Festival and BBC Proms, and by touring internationally as proud ambassadors for Scottish cultural excellence.

Making a significant contribution to Scottish life beyond the concert platform, the Orchestra works in schools, universities, colleges, hospitals, care homes, places of work and community centres through its extensive Creative Learning programme and, over the last year, has successfully adapted some of this online.

The SCO has long-standing associations with many eminent guest conductors, including Conductor Emeritus Joseph Swensen, François Leleux, Pekka Kuusisto, Richard Egarr, Andrew Manze and John Storgårds.

The Orchestra also enjoys close relationships with many leading composers and has commissioned around 200 new works, including pieces by Associate Composer Anna Clyne, the late Sir Peter Maxwell Davies, Sir James MacMillan, Martin Suckling, Einojuhani Rautavaara, Mark-Anthony Turnage and Nico Muhly.

An exciting new chapter for the SCO began in September 2019 with the start of dynamic young conductor Maxim Emelyanychev's tenure as the Orchestra's Principal Conductor. The SCO and Emelyanychev released their first album together (Linn Records) in November 2019. The repertoire – Schubert's Symphony No. 9 in C major 'The Great' – was part of the first concert Emelyanychev performed with the Orchestra in March 2018.

In response to the current restrictions on live performances in Scotland, the Orchestra has undertaken its first ever digital Season of streamed orchestral concerts. These began on 24 September 2020 with a performance of Bruch's Violin Concerto No 1 with Principal Conductor Maxim Emelyanychev and violinist Nicola Benedetti. Concerts are regularly streamed on the SCO's YouTube channel and Facebook page.

## **2. Structure and Background**

Overseen by a non-executive Board of Directors, the management team of the SCO consists of 20 full-time and 4 part-time members of staff. They are led by the Chief Executive, to whom the departments of Concerts, Creative Learning, Marketing & Communications, Development & Sponsorship and Finance & Administration report. Please see the attached organisational chart for further information.

The Orchestra has several named artistic positions:

Maxim Emelyanychev – Principal Conductor  
Joseph Swensen – Conductor Emeritus  
Gregory Batsleer – Chorus Director  
Anna Clyne – Associate Composer

The offices of the SCO are based in Edinburgh. The SCO is the only one of the National Companies to be based in the capital city.

### **3. Development & Sponsorship Department**

The SCO's Development & Sponsorship Department is made up of a team of four employees (Head of Development, Partnerships Manager, Trusts Officer and Individual Giving Officer) responsible for raising more than £1 million per annum through individual donations, business partnerships and grants from charitable trusts and foundations.

The Head of Development leads the department and is also a member of the Senior Management Team, participating in the formulation of wider strategy and policy for the Orchestra. The Development & Sponsorship Team works very closely together ensuring that best fundraising practice is adhered to, that every opportunity to develop income streams is explored, and that existing donors, business partners and grant-making trusts are fully appreciated and well-stewarded.

### **4. Purpose and Key Responsibilities**

The Individual Giving Officer will be primarily responsible for the day-to-day management of the SCO's Individual Giving programme, with key responsibilities being to process donations, renew memberships and organise donor events, whilst also being responsible for promoting and encouraging individual giving through the creation of content for the website, social media and newsletters.

Individual giving is increasingly important to the SCO's portfolio of private income streams. With the SCO's 50<sup>th</sup> Anniversary approaching in 2024, this role is an excellent opportunity for someone to gain experience in building relationships with existing donors and in helping promote the SCO's fundraising message.

The role will suit a motivated team player with very strong administrative skills, a proactive mindset, the ability to work on their own initiative, and an eagerness to build a working knowledge of fundraising techniques and professional practice across income streams.

#### **Key Responsibilities**

- Manage the SCO's Individual Giving programme and work with the Head of Development on donor recruitment and stewardship plans.
- Be the first point of contact for all telephone and email enquiries about donations and individual giving.
- Devise and deliver bespoke events for the SCO's donor base across concert locations, leading the team and other SCO staff in delivering the event on the day.

#### **Primary Tasks**

- Administrate all donor memberships and renewals on the CRM system (Spektrix) and achieve a high standard of donor care, ensuring donations and payments are processed accurately and acknowledged promptly in a personable manner.
- Maintain donor records on Spektrix and explore all ways to maximise its effectiveness for SCO fundraising purposes, working with the Marketing Officer (Communications) and Data Services Manager.

- Be able to manage a direct mail or telephone campaign to attract new donors, including managing the writing and development of any print materials as well as the budgeting of campaign costs.
- Create bespoke experiences for donors, developing an email and direct mail communications' plan to promote and remind donors about events throughout the year, managing event bookings, processing payments and delivering events.
- Work with Design & Publications to design adverts and brochures.
- Administrate the 250 Society, a lottery-based programme whereby individuals have the chance to win £250 in a monthly draw.
- Support the Head of Development in evaluating the effectiveness of the Individual Giving programme, including monitoring income as well as compiling analytical reports.
- Ensure the SCO complies with Gift Aid rules and that all Gift Aid claims are processed accurately.
- Work with the Head of Development in communicating the role that legacies and gifts in memoriam play in the organisation.
- Assist the Head of Development with the administration of any major fundraising campaigns or events.
- Attend concerts and other events on a rota basis to help steward and cultivate supporters of the SCO.

### **General Responsibilities**

- Act as a champion of the SCO, actively promoting the values as part of everyday practice.
- Contribute to the SCO's Environmental & Sustainability aims and initiatives.
- Contribute to the overall work of the SCO's Development & Sponsorship Team and carry out any other duties as required to assist with the workload of the department.

## **5. Candidate Profile**

This is a varied position, requiring a high degree of administrative skills and customer service. The successful candidate will possess the following:

### **Essential Characteristics**

- Excellent customer service skills with a focus on developing relationships.
- Strong written and verbal communication skills.
- Strong organisational skills and an exceptional attention to detail.
- Experience of managing and delivering events.

- Experience of using customer or box office databases (preferably Spektrix) and competency in the use of MS Office 365 software.
- A natural curiosity and a genuine interest in people.
- Ability to work on own initiative, but also be a strong team player who can provide colleagues with support at busy times.
- Ability to prioritise and manage one's workload.

#### **Desirable Characteristics**

- A knowledge of the fundraising landscape.
- An understanding of Gift Aid reporting and Data Protection laws.
- A passion for the arts and orchestral music.
- Full, clean driving licence.

#### **6. Summary of Terms and Conditions**

<b>Contract</b>	Full-time, permanent.
<b>Salary</b>	The salary will be between £23,000-£25,000, depending on skills, qualifications and experience.
<b>Working Hours</b>	Normal working hours are Monday to Friday, 9.30am to 5.30pm, with one hour for lunch. You will be expected to work additional hours as necessary, including evening and weekend work, to serve the requirements of the Company, however a TOIL system is in operation.
<b>Holiday</b>	25 days, plus 6 days public holidays, as well as the 3 days between Christmas and New Year.
<b>Pension</b>	NEST, including 10% Employer contributions.
<b>Additional Benefits</b>	Company income protection insurance Company life assurance scheme Cycle to work scheme

We welcome applications from all nationalities. However, we are unfortunately unable to offer visa sponsorship for this role so before you apply for this post please ensure that you have the right to work in the UK. For more details on eligibility to work in the UK, please visit <https://www.gov.uk/check-uk-visa>.

If you are invited to interview, we will ask that you provide evidence showing your right to work in the UK (photocopies are not accepted).

## 7. Application Procedure

Please submit a CV and cover letter explaining why the post interests you and demonstrating how you have relevant skills and experience as set out in the job description. Please include details of two referees, complete the Equal Opportunities Monitoring Form and provide a daytime telephone number or email address at which you can be contacted in the event you are invited to interview. Referees will not be contacted prior to interview or without your permission.

The closing date for applications is 5.30pm on **Tuesday 13 April**, and interviews will be held online on **Tuesday 20 April** and **Wednesday 21 April**. If you are invited to interview, you will be asked to complete a task in advance and full details of this will be emailed to you.

Applications should be emailed to [recruitment@sco.org.uk](mailto:recruitment@sco.org.uk) or can be sent by post to Lucinda Coulthard, Scottish Chamber Orchestra, 4 Royal Terrace, Edinburgh, EH7 5AB. Please mark your application "Individual Giving Officer – Confidential".

If you have any specific access requirements, please let us know and we will do our best to meet your needs.

***No Recruitment Agencies please.***

## 8. Recruitment Timetable

<b>Advertisement Posted Date</b>	Thursday 25 March 2021
<b>Deadline for Applications</b>	Monday 12 April 2021, 5.30pm
<b>Interviews</b>	Tuesday 20 April and Wednesday 21 April 2021 via Zoom  <i>The Company reserves the right to extend the deadline if necessary, and also to hold a second round of interviews if required.</i>

## 9. Further Information and Appendices

Organisation Chart, Equal Opportunities Monitoring Form, Privacy Notice to Applicants  
[www.sco.org.uk](http://www.sco.org.uk)