

LIVERPOOL PHILHARMONIC - JOB DESCRIPTION



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Title:	Individual & Corporate Giving Manager
Responsible to:	Head of Trusts and Foundations
Responsible for:	Development Officer and Stakeholder Events Manager
Contract:	Full time (35 hours). 6-month contract with potential for extension into a permanent position. Secondments will be considered. The role will require ability to work flexibly, across evenings and weekends

Principal Role

As Individual & Corporate Giving Manager, you will work at the heart of Liverpool Philharmonic's Development Department, playing a vital role in securing Liverpool Philharmonic's future and expanding its reach in the community and beyond.

The role focuses on maximising income from individuals and corporate supporters, managing our membership schemes, campaign delivery and nurturing relationships with our lower/mid-level donors. The role will also focus on supporting development of our Corporate relationships.

You will be responsible for the line management of our Development Officer (Individual Giving and Memberships) and Stakeholder Events Manager, providing support for their roles and ensuring effective performance. You will also work with our Development Officer (Trusts and Corporate) who will provide operational support for the Corporate programme.

You will offer excellent customer service, welcoming Corporates, Members & Donors to performances and events throughout the season and supporting the Senior Leadership Team to ensure we maximise our fundraising potential.

Responsibilities and duties

- **Donor Cultivation:** Support the implementation of strategies to cultivate relationships with individual donors and prospective supporters. Identify opportunities for engagement in Liverpool Philharmonic's programmes and initiatives to inspire philanthropic giving.
- **Individual Giving Programmes:** Manage and grow the organisation's individual giving programmes, including membership schemes for both Orchestral and Rock/Pop/Comedy audiences. Develop targeted strategies to secure gifts up to £5,000, providing personalised stewardship to donors and ensuring a high level of donor satisfaction and retention. Work with box office and Front of House teams to increase opt-in donations, text and tap machine donations. Design engaging donor communications including Members News.
- **Campaign Management:** Manage and implement annual giving campaigns and communications plan to maximise income.

- **Corporate Partnerships:** Support the cultivation and stewardship of corporate partners to deliver all corporate membership and sponsorship benefits. Secure in-kind support and manage advertising strategy for the 'What's on Guide'.
- **Donor and Funder Recognition and Stewardship:** Develop and implement stewardship plans to recognise and acknowledge Corporate, Individual and Trust donors for their contributions. Oversee personalised stewardship activities, such as donor thank you events, recognition plaques, visits and special communications, to cultivate long-term relationships and donor loyalty.
- **Fundraising Events:** Collaborate with and line manage the Stakeholder Events Manager so that they can deliver our fundraising and stakeholder event plan across the Development and Communications teams, including donor thank you receptions, open rehearsals, stakeholder receptions, the AGM, Events in London, such as BBC Proms and any other events as necessary so that supporters can experience our work and develop relationships with the team.
- **Systems Management:** Collaborate with and line manage the Development Officer to maintain accurate donor records in Spektrix, to include gift processing, and membership renewal. Ensuring compliance with GDPR regulations. Generate donor reports, analyse fundraising performance metrics, and provide insights to inform strategic decision-making and donor targeting. Prepare and submit the Gift Aid claim each year. Provide support for the Head of Trusts and Foundations to ensure effective use of systems for tracking, monitoring and reporting.
- **Finance and Departmental Systems;** Complete income reconciliation each month and report income and expenditure against targets for use in reports and budget management. To manage Direct Debits through PTX database to assist income generation across the organisation including importing data into Spektrix to ensure supporters receive a continuous service.
- **Cross-Team Collaboration:** Collaborate and develop relationships with internal stakeholders, including the marketing, finance, artistic, Customer Experience and Learning departments, to align fundraising efforts with organisational priorities, the planned re-brand and new website, and ensure integration across departments.
- **Professional Development:** Stay abreast of developments in philanthropy, fundraising, and nonprofit management through professional development opportunities, training programs, and networking events. Continuously enhance skills and knowledge to optimise performance and contribute to the success of Liverpool Philharmonic's fundraising efforts.
- In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon the requirements of Liverpool Philharmonic.



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Person Specification

Experience:

Essential

- Experience of fundraising or development roles, ideally within the arts, culture, or not-for-profit sectors.
- Experience in leading, motivating, and developing high-performing teams to achieve ambitious targets.
- Experience of budget management and use of finance systems
- Experience in managing data and confidently using systems to track data, including CRMs
- Experience of writing proposals and reports
- Experience in delivering and managing events

Knowledge, skills and competencies:

Essential

- Excellent relationship-building and communication skills, with the ability to inspire trust and confidence.
- Ability to confidently network and work with a wide range of audiences and organisations
- Ability to use a range of organisational systems including CRMs, finance systems and event planning software
- Strong analytical, planning skills and attention to detail
- Ability to line manage and nurture staff with a collaborative, supportive, and motivational approach.
- High level of professionalism, integrity, and discretion when dealing with donors and sensitive information.
- Strong organisational skills and ability to balance multiple priorities
- A passion for Liverpool Philharmonic's mission and programmes.

Personal style and behaviour:

Essential

- To have enthusiasm and commitment to Liverpool Philharmonic's mission to 'transform lives through music'
- To ensure in every aspect of this role, your work is guided by and aligns with our values:
 - Passionate about music
 - Ensemble
 - Excellent
 - Welcoming
- Commitment to Diversity, Equality and Inclusion, and shows respect for the views and actions of others.
- Flexible approach to working
- Team player

Please note: This job description reflects the current position. It does not preclude change or development that may be required in the future.



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Equal Opportunities Statement

Liverpool Philharmonic transforms lives through music. We champion equity, diversity, inclusion, and belonging throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We're committed to ensuring that everyone feels welcome and everyone is able to thrive, regardless of who they are and where they are from. We are committed to developing a more diverse workforce through encouraging applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.

We particularly encourage applications from individuals from disabled, minority ethnic, and working-class communities as these groups are currently underrepresented within the creative industries.



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