



## Head of Development (Maternity Cover) Job Description

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<b>Job Title:</b>	Head of Development (Maternity Cover)
<b>Reports to:</b>	Director of External Relations
<b>Supervises:</b>	Head of Major Gifts, Development Manager (Trusts and Foundations), Development Manager (Membership and Subscribers), Trusts and Foundations Officer
<b>Salary:</b>	Competitive

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### RSNO Overview

The RSNO is Scotland's national symphony orchestra and one of the five National Performing Companies, supported by the Scottish Government. The RSNO is a symbol of Scottish cultural excellence. Established in 1891, it continues to deliver the highest quality musical experience and enjoyment throughout Scotland, which has been shared by generations.

### The External Relations Team

The Director of External Relations leads the Marketing and Development Departments. The Team consists of: Head of Development, Head of Marketing, Head of Major Gifts, Development Manager (Membership and Subscribers), Development Manager (Trusts and Foundations), Trusts and Foundations Officer, Graphics & New Media Designer, Information Services Manager, Communications Manager, Senior Marketing Officer (Digital), Marketing Officer and External Relations Officer.

### Purpose of Role

The Development team has three main focuses: generation of revenue from private and statutory sources, increasing reach through encouraging a broad range of supporters to engage with the RSNO and building reputation through new partnerships with external stakeholders.

The Head of Development, in conjunction with the Director of External Relations, is responsible for implementing the RSNO's fundraising strategy. The post holder manages the RSNO's Development Team including: Head of Major Gifts, Development Manager (Trusts and Foundations), Development Manager (Membership and Subscribers) and Trusts and Foundations Officer. The team is responsible for raising over £1.5 million per annum. Working collaboratively with colleagues from across departments, the Head of Development is responsible for developing creative and innovative proposals for presentation to funders (and specifically corporate partners). The post holder is also responsible for building

effective relationships with a broad range of external stakeholders in order to build corporate partnerships to support the work of the RSNO.

### **Principal Relationships**

External:

- RSNO corporate partners
- All donors and funders
- Contemporaries in other national companies
- Key suppliers
- Media

Internal:

- Director of External Relations
- Chief Executive
- Senior Management Team
- Board of Directors
- Development Board
- All members of the External Relations team
- The wider staff team

### **KEY RESPONSIBILITIES**

#### **Management & Administration**

1. Line manage the work of the Head of Major Gifts, Development Manager (Trusts and Foundations), Development Manager (Membership and Subscribers), and Trusts and Foundations Officer.
2. Plan, in conjunction with the Director of External Relations and other members of the Development team, detailed tactical plans for all RSNO Development projects, products and membership schemes.
3. Identify strategies (with the Director of External Relations and Head of Marketing), and implement tactics (with team members), that drive supporter recruitment, retention, upgrade, yield and contribution including: RSNO public appeals, membership drives, international fundraising, legacy campaigns, and fundraising events (e.g. the RSNO Gala Ball).
4. Plan, in conjunction with the Director of External Relations, detailed financial targets for all RSNO income streams.
5. In conjunction with the Director of External Relations, manage the Development Board to ensure its effectiveness and impact.
6. Manage systems for reconciling all Development income with the Finance team.
7. In conjunction with the Director of External Relations (and colleagues from across departments), develop and exploit fundraising opportunities in other RSNO departments: Learning and Engagement, Choruses, and Artistic Planning.

8. Build effective relationships with a broad range of stakeholders, in order to create partnerships to further the work of the RSNO, including statutory bodies, local authorities, Development Board members, private donors, members of the Scottish cultural sector and peer networks across the cultural and charitable sector.
9. In conjunction with team members, manage the identification of potential donors across all income streams and create plans to move prospects through the various stages of cultivation to the point of solicitation and stewardship.
10. In conjunction with team members, deliver a strong programme of stewardship for current supporters to secure renewal commitment and solicit upgrades wherever possible.
11. Provide oversight of approaches to all funders with a specific responsibility for corporate approaches.
12. Ensure that appropriate recognition and appreciation has been given to donors and funders, and that accurate records of all donations, pledges, gifts and tax benefits are maintained, in collaboration with the Orchestra's Finance department.
13. Liaise with the Information Services Manager to ensure that the fundraising database Raiser's Edge is updated and information stored is compliant with regulations.

#### **Corporate Partnerships**

14. With assistance from the External Relations Officer, manage and implement all aspects of corporate account management for current supporters, including but not limited to contracting and invoicing, record-keeping, communication and all benefits delivery.
15. Consider new sources of income and implement new creative ways of engaging corporate partners across the RSNO's full range of assets.
16. Maintain and develop the corporate prospect pipeline, building accurate and up to date profiles on prospective partners, maintained on Raiser's Edge.
17. Cultivate, negotiate and establish new corporate partnerships for the RSNO, both cash and in-kind.
18. Plan and deliver events to actively build relationships with new potential corporate partners.

#### **Other Responsibilities**

19. Undertake concert duties as required.
20. Undertake other relevant activities as required.

## RSNO HEAD OF DEVELOPMENT PERSON SPECIFICATION

Person Specification	Criteria
Educations/qualifications	<ul style="list-style-type: none"> <li>▪ Degree or equivalent</li> <li>▪ Institute of Fundraising Certificate or equivalent qualification (desirable)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>▪ Experience of managing relationships and raising significant income for charities through corporate partnerships, major gifts fundraising, trust fundraising and/or memberships (the successful candidate will have demonstrable experience in at least two of these areas)</li> <li>▪ Experience of identifying and researching corporate partnership opportunities</li> <li>▪ Experience of identifying and researching philanthropic opportunities</li> <li>▪ Experience of advocating charitable causes to funders</li> <li>▪ Experience of developing and implementing strategies and action plans</li> </ul>
Specific skills	<ul style="list-style-type: none"> <li>▪ Line management experience</li> <li>▪ Excellent interpersonal skills</li> <li>▪ An entrepreneurial approach and a willingness to innovate</li> <li>▪ Excellent written and verbal communication skills, with an ability to represent the organisation effectively</li> <li>▪ Excellent research and analytical skills</li> <li>▪ Ability to manage a complex workload</li> <li>▪ Ability to work creatively with others on the development of new project concepts in response to funding opportunities</li> <li>▪ Excellent IT skills, including database management and Excel</li> <li>▪ Ability to conduct and deliver full project evaluations</li> <li>▪ Ability to prepare and manage income budgets in Excel</li> </ul>
General competencies	<ul style="list-style-type: none"> <li>▪ Relationship management experience with a highly developed ability to listen</li> <li>▪ A disciplined approach to detail</li> <li>▪ Planning and prioritisation</li> <li>▪ Information management</li> <li>▪ The confidence to represent and advocate the RSNO at external events</li> <li>▪ A 'can-do' attitude and the willingness to assist other members of the team to meet shared objectives</li> <li>▪ Highly motivated, pro-active and results driven</li> <li>▪ Able to respond well to change in a proactive and problem-solving manner</li> <li>▪ Highly organised and self-motivator with the ability to remain calm under pressure</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>▪ Knowledge of the Scottish philanthropic sector (desirable)</li> <li>▪ Raiser's Edge (desirable)</li> </ul>
Other	<ul style="list-style-type: none"> <li>▪ Membership of the Institute of Fundraising (desirable)</li> <li>▪ An active interest in the arts</li> <li>▪ Prepared to work weekends and evenings</li> </ul>

**Application Process**

Applicants should email a CV and covering letter to [recruitment@rsno.org.uk](mailto:recruitment@rsno.org.uk) for the attention of Sarah Modley, Acting Director of External Relations. Please send files as PDFs with the titles 'Your Name Cover Letter' and 'Your Name CV'. Please put 'RSNO Head of Development (Maternity Cover)' in the email subject line.

**Pension:** Contributory pension scheme available.

**Location:** The job is based at the RSNO Centre, 19 Killermont Street, Glasgow, G2 3NX.

**Hours of work:** Office hours are 9:00am to 5:00pm or 9:30am to 5:30pm but the post holder will be expected to work as the job requires, including evenings and weekends.

**Term:** Fixed-term 9-month contract (full-time) to cover maternity leave, with a possible extension to 12 months. The RSNO is willing to consider flexible working arrangements for suitably qualified candidates.

**Holidays:** 20 days per annum.

**CLOSING DATE:** Friday 30 November 2018, 5pm

**INTERVIEWS:** Interviews will take place on Friday 7 December (to be confirmed)

**APPROXIMATE START DATE:** Early to mid-February 2019