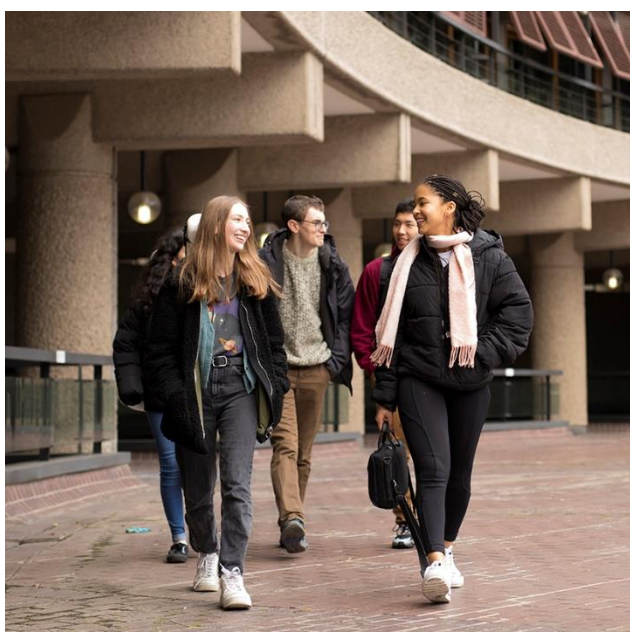


INDIVIDUAL GIVING CO-ORDINATOR

APPLICATION PACK
OCTOBER 2021

JOIN OUR TEAM

ABOUT THE NATIONAL YOUTH ORCHESTRA OF GREAT BRITAIN



'NYO is one of the most important artistic institutions in the world.' Sir Simon Rattle OM CBE, Music Director, London Symphony Orchestra and former NYO percussionist.

The National Youth Orchestra of Great Britain (NYO) is internationally celebrated as the world's greatest orchestra of teenagers, fuelled by the generosity and dedication of 164 young musicians recruited from every background and every corner of the UK. The commitment these young people make to playing music at the highest possible standard, and to sharing these skills with other young people, ensures not only dazzling performances celebrated in the national media, but also creates a unique crucible where young people are able to inspire other young people directly, and use their passion and skill to connect deeply with others.

Since March 2020, NYO has adapted to continue to deliver inspiring musical experiences for teenagers, and has found new ways to keep performance alive in the lives of teenagers: from encouraging 44,000 musicians to play Beethoven's 'Ode to Joy' on their doorsteps, to shining a light on music by Black composers and sharing this with the widest possible audience of young people. NYO is an extraordinary emblem of what the nation's teenagers can achieve.

Since its founding in 1948 by Dame Ruth Railton, NYO has nurtured the dreams of teenage musicians including many leading musical voices; from Sir Simon Rattle, Sir Mark Elder and Kwamé Ryan to Alison Balsom, Thomas Adès and Judith Weir. NYO alumni sit in 25% of principal seats in London orchestras, have founded ensembles including the London Sinfonietta, Aurora Orchestra, and Multi-Story Orchestra, and hold leadership positions at major conservatoires.

'They may be teenagers but at NYO you feel yourself to be working with some of the greatest musicians of our time.' Edward Gardner OBE, conductor.



JOIN OUR TEAM

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NYO musicians are the future of orchestral music and powerful advocates. We think of NYO as an innovation engine, fuelled by teenagers' energy, creativity, skills and desire to engage with other teenagers, who are their future audience. Through NYO Inspire, NYO musicians lead workshops to include hundreds of their musical peers in ensembles, and we look forward to bringing these ensemble performances back, live, in 2021. Each year, thousands of teenagers experience thrilling symphonic performances by NYO in their schools, and we hope to find a way to facilitate this in the coming year as we work around the restrictions. NYO also hosts unique pre-concert receptions for teenagers.

'NYO is just awesome. All of it. The people, the concerts, the passion and the joy and excitement of the courses.' Lawrence, NYO musician.

NYO is renowned for its bold approach to new music, giving world premieres by leading composers. In recent years the BBC Proms has given a platform for music by Anna Meredith, Tansy Davies and Iris Ter Schiphorst. NYO joyfully promotes new music within its ranks, with a dedicated section of seven prolific teenage

composers. NYO is Southbank Centre's Associate Orchestra and, as Classic FM's Orchestra of Teenagers, collaborates with the broadcaster to offer £5 tickets to under-25s to all NYO concerts. The BBC generously broadcasts all NYO concerts on BBC Radio 3.

NYO relies on voluntary donations for over 70% of its income. Every year, we welcome our individual, trust, corporate and legacy supporters to concerts and events. They are all committed to supporting our musicians and ensuring that they enjoy empowering and transformative experiences in NYO and NYO Inspire. Most members pay subsidised fees but the organisation works hard to develop bursaries to ensure any young person with talent can apply regardless of financial means. You can find out more about the orchestra on the NYO website at [nyo.org.uk](https://www.nyo.org.uk) and learn more about our musicians at <https://www.nyo.org.uk/meet-the-orchestra>



'NYO Inspire has been a life changing experience. Being inspired by other musicians with such a fiery passion has opened my heart to a million opportunities I want to pursue as a violinist.' Daisy, NYO Inspire musician.

INDIVIDUAL GIVING CO-ORDINATOR

PURPOSE OF THE ROLE

We have an opportunity for an early stage career fundraiser or an experienced administrator to join our ambitious and growing Development Team. With training and networking opportunities provided through the Chartered Institute of Fundraising's RAISE programme you will combine learning about Development theory, excellence in practice and networking with your peers alongside day-to-day processing of donations, preparing appeals and engaging with supporters. The Individual Giving Co-ordinator joins a team of four Development staff who raise over £2m every year. The role has the following key aims:

- To ensure that NYO's donation processing is accurate, efficient, fast, personal and friendly while adhering to Fundraising Regulator guidelines and NYO's own high standards of donor care
- To ensure that donors are thanked accurately and promptly
- To be welcoming and efficient when speaking to donors on the telephone and by email
- To assist the Head of Individual Giving in the preparation for appeals
- To be an active member of the Development team in planning and gathering information and working with NYO staff, young musicians and consultants to improve and enhance the supporter experience at NYO
- To develop and grow Development skills and theory

Reports to:

Head of Individual Giving

Line Management:

No direct reports

Key relationships:

Internally: This role will require building close working relationships with the Finance, Marketing & Communications and Operations teams, NYO's consultants and suppliers.

Externally: Key stakeholders including:

- Donors and Supporters
- Prospective supporters and audience members
- Young people taking part in NYO and NYO Inspire activity.



INDIVIDUAL GIVING CO-ORDINATOR

PURPOSE OF THE ROLE

Data processing and liaising with donors

1. Accurately and efficiently enter donations, communication preferences and other data on to our CRM database, working within the administrative structure and processes set up between NYO's Development and Finance teams.
2. Thank donors promptly and accurately, managing your time to make sure that all tasks are completed on a daily basis.
3. Process debit/credit card and direct debit donations.
4. Pull reports from the database as required.
5. Ensure data is processed in line with Data Protection policies.
6. Respond to all enquiries promptly, professionally, and positively.

Campaign Preparation

7. Support NYO's Head of Individual Giving in preparation of campaigns.
8. Be part of the planning team to ensure that the campaign timetable is adhered to over the year liaising with consultants, NYO's Marketing & Communications and Operations teams.

Working with the Development team

9. As a member of a small team you will be expected to support team activities wherever necessary and where the administrative need is greatest which can peak and flow throughout the year.

10. Help look after donors and supporters at concerts and events.

11. Always adhere to NYO's and the Development team's processes and procedures, ensuring impeccable record-keeping at all times.

Actively learning Development

12. To learn Development theory, excellence in practice and the legal and recommended structures around fundraising.
13. To have an active interest in learning about Development and honing Development skills.



INDIVIDUAL GIVING CO-ORDINATOR

PERSON SPECIFICATION

	Essential	Desirable
PERSONAL ATTRIBUTES		
Passion for working with young people	✓	
Positive, flexible, can-do attitude	✓	
Fast, accurate and efficient administration and data entry skills	✓	
A great team-worker able to work effectively through collaboration	✓	
EXPERIENCE		
Experience of managing significant quantities of data and mail-merge	✓	
Experience of working with CRM / fundraising databases		✓
Experience in a public-facing role (such as customers or donors)	✓	
An understanding of and commitment to diversity, equity and inclusion in all its forms	✓	
An interest in orchestral music and the arts		✓
SKILLS		
Attention to detail and accuracy when processing large volumes of work	✓	
Initiative and the ability to structure time and prioritise effectively	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	

INDIVIDUAL GIVING CO-ORDINATOR

PERSON SPECIFICATION

Salary	£23,500 <i>A bespoke training package will also be available through the Chartered Institute of Fundraising</i>
Term	Two-year fixed-term contract
Notice period	Two months
Probationary period	Six months
Holidays	27 days pro rata plus statutory bank holidays
Place of work	10 Great Turnstile, London, WC1V 7JU

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan and 24/7 counselling and support helpline.

The role will be based primarily at the NYO office near Holborn.

Most NYO projects take place during school holidays or at weekends, therefore the role may include some weekend and statutory holiday working. The Development team hosts donors at occasional evening or weekend events and while TOIL is not offered, additional holiday days have been included in the team's allocation.

The NYO office, residency and concert buildings are no smoking areas.

EQUAL OPPORTUNITIES

The National Youth Orchestra of Great Britain strives to be an Equal Opportunities employer. The aim of this policy is to ensure that no job applicant, employee or participant receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

Individuals will be selected, promoted and treated on the basis of their relevant merits and abilities. All employees are required to comply with and actively promote this policy.

We aim to operate an inclusive recruitment process. If you have any particular requirements, please let us know at any point during the process.

SAFEGUARDING

NYO is committed to safeguarding and protecting the children and young people that we work with. We have a range of policies and procedures in place and aim to be a sector leader in good safeguarding practice. All employees, contractors, trustees and volunteers are committed to practices that establish and maintain an environment in which the welfare of the young person is paramount; ensure that policies and procedures protect young people from harm, and that all concerns and allegations of abuse will be taken seriously and responded to appropriately.


APPLYING FOR THE ROLE

Please submit the [application form](https://www.nyo.org.uk/work-with-us) (available at <https://www.nyo.org.uk/work-with-us>) by 10am on **Monday 1 November 2021**.

First round interviews will take place on **Wednesday 4 November 2021**.

If you have any queries about the role you are welcome to call Nicolette Shaw, Development Director on 020 7189 8109 or email recruitment@nyo.org.uk.



A photograph of a conductor, a Black man in a white shirt, leading a youth orchestra. He is in the center, holding a baton high in his right hand and a violin in his left. The orchestra consists of young people, mostly students, playing violins and cellos. They are in a concert hall with wood-paneled walls. The lighting is warm, focused on the conductor and the front of the orchestra. The background shows a blurred audience.

'Being in NYO reminds you that everyone matters, wherever they're from and whatever their role. We learn to put our own personal ambitions aside and work for the common good.'

GEORGIA HANNANT, VIOLIN



National Youth Orchestra of Great Britain
10 Great Turnstile
London, WC1V 7JU

020 7189 8100
info@nyo.org.uk
nyo.org.uk

National Youth Orchestra of Great Britain is a registered charity (290598), a registered company in England (1858278), and VAT registered (218673840).