

Melbourne Symphony Orchestra

Position Description

Job Title	Philanthropy Lead – Administration and Programs	Date	May 2022
Department	Philanthropy and External Affairs	Reports to	Head of Philanthropy
Location	MSO Offices, Southbank	Role Status	Full time, ongoing

1. POSITION PURPOSE

Reporting to the Head of Philanthropy, the Philanthropy Lead – Administration and Programs is responsible for providing administrative support for relationships with key stakeholder groups and across all aspects of the MSO's philanthropy program including annual giving, major gifts, trusts and foundations and bequests.

Working with the Head of Philanthropy and across the Philanthropy team, the role includes oversight and management of all giving programs including Adopt a Musician and Giving Circles, as well as development and management of the department's events plan.

There is particular focus on using the MSO's CRM system, Tessitura, to maintain up to date records, manage communications and process financial transactions for donations and payments.

The role requires a discreet, meticulous and detail-oriented individual, with strong customer service skills and a commitment to maintaining and safeguarding privacy and confidentiality of the essential corporate knowledge and resources.

2. MSO VALUES and BEHAVIOURS

Excellence	We will deliver the highest standards of performance at all times, artistically and organisationally.
Leadership	We will demonstrate the highest levels of professionalism and be passionate advocates for our company, our artists and the art form.
Innovation	We are creative and seek new ways to inspire and engage our stakeholders.
Collaboration	We are one orchestra, and work cohesively with our partners and communities to achieve our goals.
Respect	We respect all those with whom we interact. We are ethical, honest, and transparent.
Integrity	We will be open and honest, reliable and respectful, and ethical at all times.
Accountability	We are responsible and accountable in our pursuit of sustainability.
Diversity	We reflect the diversity of our stakeholders to remain relevant, vibrant and inclusive, and engage all aspects of the Victorian community we represent.

3. DIMENSIONS and WORKING RELATIONSHIPS

Reports to	<ul style="list-style-type: none">• Head of Philanthropy
Direct Working Relationships	<ul style="list-style-type: none">• Philanthropy and External Relations Team;• Marketing and Sales Team;• Finance Team;• Other departments as required;• Patrons and other stakeholders.

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4. MAJOR RESPONSIBILITY AREAS

- **Philanthropy services and reporting** – provision of expert advice/user support and troubleshooting for all philanthropy queries. Creating informative and timely reporting/analysis/data extractions, as well as day to day transactions such as donation processing.
 - **Program management** – development and oversight of philanthropy giving programs. Manage engagement, communication and administration for all philanthropy giving programs.
 - **Philanthropy events** – manage the department event schedule.
 - **Patron and VIP data management** – day to day use of Tessitura for maintaining relationship management and business support functions, ensuring data integrity and maximising efficiency/functionality .
 - **Best Practice** – keeping abreast of the Standards and best practise within Philanthropic roles by becoming an active member of the Tessitura Network.
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5. KEY RESULT AREA MAJOR ACTIVITIES

Philanthropy Services	<ul style="list-style-type: none">• Coordinate philanthropy and key stakeholder correspondence and communications;• Act as team champion for Tessitura and support queries and issues;• Provide timely, accurate data extraction, analysis and reporting to internal stakeholders as required e.g. donor segmentation, donor listings, other statistical information;• Undertake day to day transactional tasks in support of donor management – updating information, processing and acknowledging donations, tracking and maintaining annual/multi-year pledges and reminders. - promptly and efficiently;• Analyse the data provided within Tessitura as well as its partner applications, to create specific and segmented data sets to be used to design targeted donation campaigns;• Process transactions within the Ticketing module of Tessitura when required for philanthropic events;• Tessitura based Philanthropic Event reconciliations;• Liaise with sales to maintain hold codes and inventory marked for use by the Philanthropy department.
Database maintenance	<ul style="list-style-type: none">• Maintenance of constituent records and relationships in Tessitura to ensure accuracy and integrity of information;• Work towards building sound campaign and appeal structures and process to bring MSO in line with the top Philanthropic users within the Tessitura Community and the arts sector;• Champion data integrity for all Tessitura users across the organisation;• Work closely with the sales team to enhance and develop our streamlined CRM strategy;• Undertake regular data cleanses within the CRM to ensure data accuracy and currency;• Ensure privacy and confidentiality of data base contents is maintained at all times.
Program Management – structured giving	<ul style="list-style-type: none">• Support the Director and Head of Philanthropy to manage the department’s structured giving programs and related donor engagement and communication;• Manage the engagement plan, budget and an annual calendar of events, marketing collateral, and communications/recognition and acknowledgment for supporters of MSO’s giving circles and programs;• Report on retention and moves management within giving circles as required by the Director and Head of Philanthropy.

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5. KEY RESULT AREA MAJOR ACTIVITIES cont.

Best practice

- Ensure all database information and related management protocols are adhered to in order to safeguard company information and stakeholder confidentiality/privacy, and satisfy legislative obligations;
- Create, own and maintain a full procedural documentation suite for all processes within the philanthropy department;
- Liaison with internal stakeholders (including sales and marketing, and finance) to maximise efficiency and consistency of user processes and information sharing.

Occupational Health and Safety

- Work with management and other team members to ensure that all occupational health and safety (OHS) risks are minimised through awareness and application of safe working practices.

Other

- Carry out any other associated duties as reasonably requested.

6. DECISION MAKING AUTHORITY

The position holder works under the general direction of the Head of Philanthropy

7. ESSENTIAL CRITERIA

- At least three years' experience in a busy administration and customer service role;
- Well-developed written, verbal and interpersonal communication skills;
- Solid numeracy, analytical and spread sheeting skills;
- Previous experience in using fundraising/CRM databases (eg Tessitura);
- Well organised, with excellent attention to detail.

8. DESIRABLE CRITERIA

- Interest and enthusiasm for classical/orchestral music;
- Previous experience in a performing arts or not-for-profit environment.

9. PERSONAL CHARACTERISTICS

- Genuine enthusiasm for customer service;
- Possess excellent communication and interpersonal skills with demonstrated poise, tact and diplomacy in dealing with a variety of personalities;
- Maturity, resilience and common sense in prioritising, escalating and/or resolving issues.

10. POSITION DESCRIPTION MAINTENANCE

Date of last review May 2022

Conducted By: Director of Philanthropy

Date for next review: As required

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Recruitment Process

This is an excellent time to be joining the MSO. Working closely with a small but dedicated team, this role will be well-suited to someone looking to make a positive contribution to the MSO, a much-loved cultural icon of Melbourne and Australia.

Please also note that it is a requirement that the successful candidate will have received both doses of the COVID-19 vaccination, unless they have a medical or other approved exemption. Please contact Human Resources if there are any questions or concerns regarding this.

Key dates

Applications close 11.59pm, Wednesday 8th June 2022.

How to apply

To apply please forward a covering letter and current resume with the subject line Philanthropy Lead – Administration and Programs application – YOUR NAME, to:

Alex Fitzgerald
jointheteam@mso.com.au

Only shortlisted candidates will be contacted.

Contact

For further confidential conversation about this opportunity please contact during business hours:

Fiona McDonald
Head of People & Culture
Email: mcdonaldf@mso.com.au

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About the Melbourne Symphony Orchestra

Each year the MSO engages with more than 5 million people through live concerts, TV, radio and online broadcasts, international and regional tours, recordings and education programs.

The MSO is a vital presence, both onstage and in the community, in cultivating classical music in Australia. Internationally acclaimed, the Orchestra nurtures strong cultural partnerships throughout South East Asia. The MSO is the only Australian orchestra partnered with UNITEL, the world's leading distributor of classical music programs for film, television and video.

The MSO regularly attracts great artists from around the globe; including Anne-Sophie Mutter, Lang Lang, Renée Fleming and Thomas Hampson, while bringing Melbourne's finest musicians to the world through tours to China, Indonesia, Europe and the United States.

The nation's first professional orchestra, the Melbourne Symphony Orchestra has been the sound of the city of Melbourne since 1906. The MSO was the first Australian orchestra to perform overseas (1965) and the first to debut at Carnegie Hall (1970).

From its home at Hamer Hall, Arts Centre Melbourne, to free summer concerts at Melbourne's largest outdoor venue, the Sidney Myer Music Bowl, to its Secret Symphony performances at unique inner-city locations, the MSO inspires a broad range of audiences with more than 160 concerts a year.

Committed to shaping and serving the city it inhabits, the MSO regularly reaches beyond the customary classical audience by collaborating with artists such as Sting, Professor Brian Cox, Nick Cave & Warren Ellis, Flight Facilities, Kate Miller-Heidke, Tim Minchin and Laura Mvula.

As a national ambassador for the arts and a champion of music education, the MSO campaigns for the rights of all people to access and learn music. Boasting carefully curated learning programs, a regional touring schedule, accessible concerts and free community events, the MSO provides opportunities for music lovers to be involved with the Orchestra, no matter their age or location.

The MSO's 2022 Artistic Family includes Chief Conductor Designate Jaime Martín, Principal Guest Conductor Xian Zhang, Principal Conductor in Residence Benjamin Northey, Conductor Laureate Sir Andrew Davis, Cybec Assistant Conductor Fellow Carlo Antonioli, Composer in Residence Paul Grabowsky AO, Cybec Young Composer in Residence Alex Turley and Ensemble in Residence Melbourne Ensemble.

