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| ENO logo from Sept 2015.jpg | **English National Opera**  **Individual Giving Manager** |

**About ENO**

English National Opera is founded on the belief that opera of the highest quality should be accessible to everyone.

At ENO opera is theatre; expressing drama through the unique combination of music, text, dance, and design. We sing in English and believe that singing in our own language connects the performers and the audience to the drama onstage, and enhances the experience for all.

We collaborate across contemporary art forms, to reflect the growing diversity of our culture. And we take a fresh approach right across the repertoire, from baroque to contemporary, as well as commissioning new works as part of our commitment to the future of the art form.

We bring our productions to the widest possible audience, whether at the London Coliseum, nationally or internationally. We make our work accessible by offering a large proportion of tickets at affordable prices, and by distributing it widely on screen and via digital media.

We also aim to introduce completely new audiences to the magic of opera through stimulating and creative learning and participation programmes.

We are a national company of internationally recognised standard. We nurture talent across the entire company, whether on-stage, backstage, or in the pit. We provide a platform for young singers to develop global careers.

Our vision is to be synonymous with making great opera accessible to the widest and most diverse audiences. We will continue to forge ground-breaking collaborations across art forms, and our world-class productions will inspire, surprise and captivate. We will be recognised as the national centre of excellence for developing opera, and as the benchmark for nurturing new talent. We will reach out to communities who might think opera is not for them.

We will tell the world’s most timeless stories, unforgettably.

Development Department

The Development department plays a crucial role in the achievement of ENO’s mission and vision by delivering over £3m annually in vital funding (around 10% of overall turnover) to support both ENO’s core work and specific projects central to the development of the Company.

Individual Giving

ENO is committed to growing and broadening its pool of supporters, from Friends to Patrons to Major Gifts. The Individual Giving Team already delivers (excl Friends of ENO) around £1.5m p.a. plus the additional income that comes with appeals and events. There is a strategy in place to increase this income stream significantly over the coming years.

Individual Giving Officer

Reporting to: Development Director

The Individual Giving Manager is responsible for developing and expanding ENO’s individual donor pool with particular emphasis on researching, cultivating and securing gifts for ENO’s productions and talent development scheme.

Key Responsibilities

Income Generation

To devise and deliver a cultivation programme designed to achieve significant growth in annual individual giving – notably through the Harewood Artists Patrons (target £250k) and the annual Harewood Artists Appeal.

To devise and deliver a cultivation programme designed to achieve growth in individual giving for projects – specifically through the management of a number of Production Syndicates in the 2017/18 Season (target £200k+).

To develop and expand the impact and income from ENO Contemporary (target £50k+) through working with colleagues to align the programme with ENO’s work in the field of contemporary opera as well as in delivering a programme of events and benefits designed to entice and engage.

To design, launch and deliver a new Chair Endowments programme – developing the Case for Support and researching and cultivating new donors who might wish to align their support with the work of the ENO Orchestra.

To work with the Development Director in increasing the size and impact of the Director’s Circle whilst maintaining the benefits programme for the existing membership.

Account Management and Communication

Retain the existing portfolio of current donors through regular one-to-one meetings; coordinating access to ENO talent and artistic staff; attending and co-hosting events, dinners and performances.

To work with other members of the team in ensuring that donors and prospects are provided with the highest possible standards of service including ticketing, hospitality and communications plans.

To work with other members of the team in liaising with Advisory Board, Board and other stakeholder groups in broadening the reach and impact of fundraising across ENO.

Research, financial reporting and data management

To research and identify new prospects for ENO: data segmentation and analysis, engaging existing donors in peer to peer approaches, and working closely with senior fundraisers and the ENO Executive to exploit new contacts.

To ensure, with colleagues, that the fundraising database (Raiser’s Edge) and ticket booking systems are maintained to the highest standards.

To work closely and support other members of the Development Department in sharing ideas, knowledge and best practice.

To keep fully informed and up to date with VAT and Gift Aid rules, ensuring that donations are tax efficient for donors whilst maximising gift aid opportunities for ENO and recorded accurately in ENO financial systems

To undertake other projects as deemed reasonable at the request of the Individual Giving Manager, Development Director and other senior fundraisers.

Events

To work with the events team in developing and delivering the annual events programme, taking responsibility for individual elements and events as necessary.

To be in attendance at high level donor events and ensure that follow-up and attendance tracking is conducted appropriately.

PERSON SPECIFICATION

Essential

* Proven experience of individual giving fundraising, specifically successfully securing gifts of £5,000 and above.
* Experience of engaging in face to face contact and excellent donor cultivation skills
* Good knowledge of reporting, gift tracking and database analysis
* Experience of working for not-for-profit organisations, ideally within the arts

Desirable

* Educated to degree level or equivalent
* An appreciation of music and/or opera
* Understanding of fundraising techniques and good practise

Skills/Abilities

* Natural organisational skills, demonstrable from previous experience
* Exceptional attention to detail
* Good at prioritising, managing reactive work, balancing multiple requirements, and adapting to new situations
* IT literate with knowledge of Raiser’s Edge or equivalent relational database
* Sound communication skills, written and verbal

Terms and Conditions of the Post

Salary Range: £30,000 per annum

Hours of working: Normally 9.30am – 5.30pm Mon-Fri with evening and weekend work as required

Based at: Lilian Baylis House, 165 Broadhurst Gardens, London NW6 3AX, with frequent travel to ENO’s home, The London Coliseum,plus external meetings as required.

To apply:

Please complete the attached application form detailing why you are interested in applying and why you feel your experience would be suited to the post and send it to [personnel@eno.org](mailto:personnel@eno.org)

Deadline for receipt of applications: 23rd October 2016

1st round interviews: 27th October 2016

2nd round interviews: week commencing 31st October

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| Personnel Department  English National Opera  Lilian Baylis House  165 Broadhurst Gardens  London NW6 3AX  APPLICATION FOR EMPLOYMENT | ENO logo from Sept 2015.jpg |

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Position applied for: | |  |  |
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1) PRESENT EMPLOYER

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Employer’s name, address & nature of business: | Job title held | | Dates Employed | Brief description of main duties | | | |
|  |  | |  |  | | | |
| Period of notice to be given: | |  | | | Current salary: |  |  |

2) PREVIOUS EMPLOYMENT

*(please continue on a separate sheet if necessary)*

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| --- | --- | --- | --- |
| Employer’s name, address & nature of business: | Job title held | Dates Employed | Brief description of main duties  and reason for leaving |
|  |  |  |  |

3) EDUCATION (Secondary, Further/Higher)

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| --- | --- | --- |
| Schools, colleges, universities or institutes of further education attended: | Date of qualification | Qualification gained, including subject and grades (or expected results): |
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Details of any professional qualification(s)/membership(s) of professional association(s):

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Details of any training undertaken *(please continue on a separate sheet if necessary)*:

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*Please note, English National Opera may request evidence of any qualification you have given above before making an appointment.*

4) REFERENCES *Please give the names & addresses of two employment referees,* one being your current or most recent employer (we will not contact them until permitted to do so):

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| --- | --- |
| Name: | Name: |
| Address: | Address: |
| Telephone: | Telephone: |
| Email: | Email: |
| Occupation: | Occupation: |
| Years known to you: | Years known to you: |

5) EXPERIENCE

Please outline your experience, relevant skills, suitability, and interest for this position:

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6) FURTHER INFORMATION

Do you need a work permit to work in the UK? Yes\* No

\*if Yes, please state if you hold a current work permit and its expiry date:

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Where did you see the vacancy advertised?

Have you ever been convicted of a criminal offence (other than convictions that are considered spent under the Rehabilitation of Offenders Act 1974)? YES / NO

\*if Yes, please give details on a separate sheet.

*NB. ENO is committed to safeguarding and promoting the welfare of children. Some vacancies may require CRB checks.*

Data Protection Act (95/46/EC)

Information provided by you in this application or other relevant information supplied during the selection process (and any employment which may follow) may be held on computer and used for any lawful purpose relating to employee/Personnel administration and management. In the event that it is found the information submitted on this application form is not correct, ENO reserves the right to summarily dismiss you from employment for a fraudulent application.

I declare that the information contained in this application is correct.

Signature: Date:

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PERSONAL DETAILS

The information provided will be used confidentially for administration purposes only and will not affect your application in any way.

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| Position applied for: | |  |  |
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| Title (Mr, Mrs, Miss, Ms, other): |  |
| Surname: |  |
| First name(s): |  |
| Home address: |  |
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|  |  |
| Home telephone number: |  |
| Work telephone number: |  |
| Mobile telephone number: |  |
| Email address: |  |