



# adelaide symphony orchestra

## Development & Events Coordinator, Philanthropy

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REPORTS TO:                PRIMARY: Manager, Philanthropy & Development  
                                     SECONDARY: Manager, Partnerships & Development

### ROLE OVERVIEW

The Development & Events Coordinator, Philanthropy provides valuable support across the Development team of the Adelaide Symphony Orchestra (ASO) with a particular focus on Philanthropy, events and hospitality, and data management. This role assists in maximising the number of donors and their experience of the ASO, and the revenue generated from these and other stakeholders.

In order to support and contribute to the successful outcomes of the Development team, the role will, under the primary direction and guidance of the Manager, Philanthropy & Development:

- maintain and monitor relationships to ensure that all donors and funders are provided with a high level of service to retain them on a long-term basis.
- ensure the efficient delivery and coordination of donor activities, experiences & events.
- devise, implement and maintain processes and plans that support the goals and budgets of the Development team.

### KEY RELATIONSHIPS

This role works alongside and in tandem with the Development & Events Coordinator, Partnerships. On a daily basis the role works closely with the Development Managers and will also work frequently with other colleagues within the Development and Marketing teams, and across the organisation more broadly. The position holder is required to attend ASO and Development events after hours, and will have the ability to build rapport quickly with a wide range of donors and funding partners.

### KEY RESPONSIBILITIES

#### Donor / Funder Relations

1. Maintain donor records and coordinate donor communications across all giving levels, as well as charitable trusts and foundations and statutory funders, including processing and receipting donations, preparing correspondence and renewals, and the acknowledgement of donations in concert programs and on the website
2. Coordinate and administer the delivery of income from individual donors through dedicated philanthropy circles and bequests (in tandem with the ASO Foundation), including the updating and distributing of bequest and donor giving options to current and prospective supporters.
3. Support the delivery of income from annual giving programs and appeals, including assisting with the process of design of printed and online materials, promotion, coordination of mail outs and e-communications, and the processing and recording of donations and bequests and income tracking and reporting.
4. From time to time as required, support the delivery of contractual benefits according to the terms of sponsor contracts. This includes but is not limited to ticketing, sponsor event planning and guest welcome, coordinating program advertisements, e-news and logo submissions, ensuring collateral for



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concerts is approved by sponsors prior to print with the Marketing team, recording and delivering the allocation of tickets for each concert for sponsors.

## Events

1. Coordinate and administer donor and fundraising events across all giving levels, which may include pre/interval/ post-concert drinks, the annual calendar of supporter engagement, season launches, cultivation events, and other events organised by the Development team.
2. Where events also include guests from the ASO's corporate sponsors, work with the Development & Events Coordinator, Partnerships, to jointly coordinate and deliver activities for the full range of ASO funding stakeholders.
3. Responsibilities include but are not limited to event planning, managing invitation lists, issuing invitations and collating RSVPs, liaising with catering and event suppliers, and securing live and silent auction items.
4. Ensure Impresario (ASO's internal database) is reviewed and kept up to date regularly with all necessary Development activity and event information (e.g. interval drinks etc.).

## Research, Proposals and Reporting

1. Identify and research key individuals and contacts to develop and maintain viable prospect lists and targets, including major donors, opportunities for supporter uplift, bequestors, charitable trusts, foundations and statutory funders.
2. Assist in the research and delivery of reports to individual supporters as required at the end of the year.
3. Assist in the creation of proposals and acquittals to charitable trusts, foundations and statutory funders.
4. From time to time if required, provide assistance in researching and designing sponsorship proposals.

## Record Keeping and CRM Database

1. Utilise, administer and maintain accurate funder and event records and reports in ASO's CRM database, Tessitura.
2. Utilise the CRM database to plan, track and report on prospective supporters for successful engagement and cultivation in order for the Development team to generate income growth.
3. Review and maintain necessary financial records and taxation information.

## Special Requirements

- Attend and support Adelaide Symphony Orchestra events and performances as required
- Out of hours work will be required for this position

## **PERSON SPECIFICATION**

Detailed below are the qualifications, experiences/knowledge and skills/abilities identified for the position.

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The essential criteria show the minimum essential requirements of the position. The desirable criteria outline additional attributes which would enable the successful candidate to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

## Essential Criteria

- The successful candidate will have a relevant tertiary qualification or demonstrated equivalent knowledge, experience and skills
- Highly developed interpersonal, communication and customer service skills enabling appropriate outcomes with staff, external customers and partners
- Demonstrated experience in CRM/databases
- Demonstrated experience in, and an ongoing commitment to effectively carry out all facets of event coordination and delivery
- Highly developed organisational and office administration skills including exceptional time management skills, planning and the ability to multi task and prioritise workload
- An exceptional eye for detail, a customer service focus and demonstrated ability to work in a fast-paced environment
- The ability to work effectively within and across teams
- Highly developed computer skills in computer information systems, Microsoft Office suite (including PowerPoint and Publisher), email and the Internet
- Demonstrated behaviours which contribute positively to the Development team and overarching aims of the ASO, including but not limited to enthusiasm, collaboration, self-motivation and self-discipline

## Desirable

- Previous experience working within an arts or fundraising organisation
- Understanding of and respect for all types of music, especially orchestral

*\*This position is being offered on a 2-year contract with a start date in January 2022*

## How to Apply:

Qualified candidates are encouraged to submit a current CV and Cover Letter outlining your suitability to the attention of Shivani Marx, Chief Operating Officer. Applications or queries can be submitted via email to Shivani at [marxs@aso.com.au](mailto:marxs@aso.com.au).

[Applications will close on Friday 14 January 2022.](#)  
[Interviews may commence as applications are received.](#)

The ASO invites applications from all qualified candidates with current working rights in Australia.