



Philanthropy Manager

Candidate Pack



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Your journey starts here...

An intro from our Chief Executive

I'm Stuart Murphy and welcome to English National Opera.

At ENO there are a few values we live by – we strive to be world class in everything we do – in what we perform on stage, how we treat our customers and how we treat one another inside the company.

The thing that connects us all is that we are here to make world-class opera for anyone.

We sing in English, and our home is the London Coliseum – the largest theatre in the West End of London, designed as a people's palace of entertainment. We take our commitment to offer accessible pricing seriously, with tickets starting at just £10.

We have an extensive learning and participation programme at the heart of our company, and we offer training, coaching, mentoring and professional development not only to our performers and to the next generation of musical talent, but to all of our staff.

We are fair, honest, transparent and put a premium on excellence – so if you love creating, imagining, supporting brilliant musical and theatrical endeavour, there are few places in the world that offer the scope of what we offer here.

On behalf of all of us, I hope that once you have read this candidate information pack, you will be considering applying for this position. We look forward to receiving your application.

Very best wishes,



Stuart Murphy
Chief Executive





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**“Inspiration is an
awakening”**

Giacomo Puccini



English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.



We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

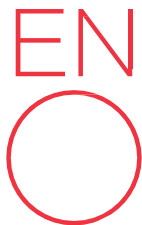
We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.



We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

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



Philanthropy Manager

The Philanthropy Manager account manages a small group of existing donors, whilst using a variety of research methods to find and successfully cultivate new donors support our productions, training schemes, and learning & participation programmes. This is a 12-month fixed term contract.

Reports to:

Head of Philanthropy

Salary

£30,000 per annum

Holiday Entitlement

25 days holiday plus 8 bank holidays

Location

There will be a combination of working from home and at the London Coliseum.

Hours

Usual hours are 10am – 6pm, Monday to Friday, but additional hours, including evenings and weekends will be necessary in order to fulfil the requirements of the post.

To Apply

Send your CV and a statement of interest to workwithus@eno.org

Application Deadline

12:00 noon, Monday 23rd January 2023

An intro from Andrew Given, Development Director



Our Development Department is responsible for fundraising towards all ENO activities.

We are currently delivering a strategy to raise £27m by 2027 from people, Grant-Making organisations and Businesses; we call it ENO 27x27.

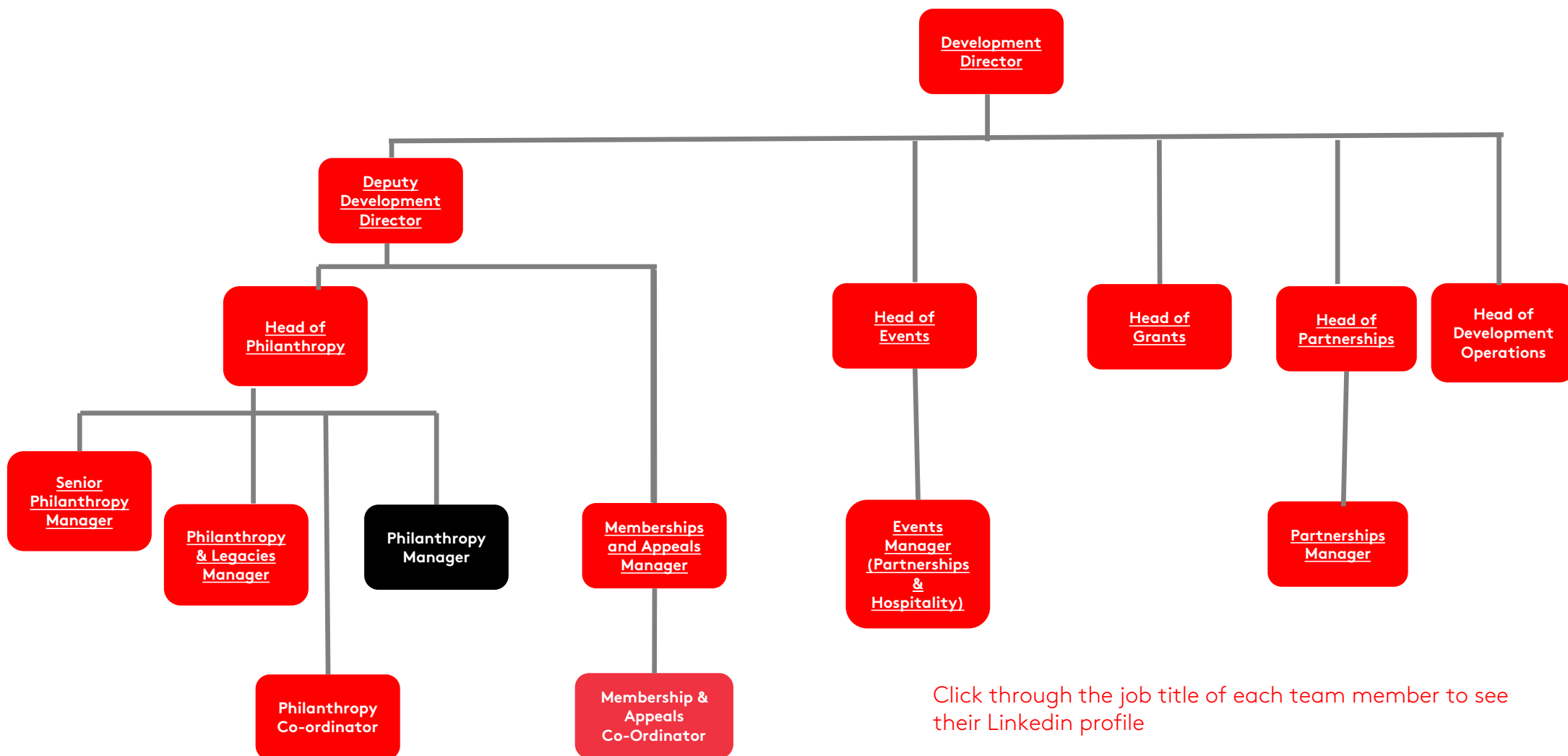
The pandemic has taught us many lessons in fundraising – to be more agile, open to experimentation and try new ideas. I'm looking for people that are adaptable, experimental in nature and looking to begin and develop their career in fundraising.

Our fundraising enables the amazing and exciting work of our colleagues. Some of our current projects include:

- Training, coaching and mentoring [programmes for musicians](#), supporting the rising stars of opera
- [Learning and Participation Programmes](#) – delivered online and in-school to our school partners all over the UK
- Our Diversity and Inclusion programmes, that include Fellowships for [people who are ethnically diverse](#)
- Supporting the UK's recovery from Covid with Health and Well-being programmes such as [ENO Breathe](#)
- Our [world-class opera productions](#) on the stage of the London Coliseum and all around the world

Additional Benefits for Development Department Staff

- You will have a personal 'Professional Development' budget for attending training courses, conferences and professional memberships
- Take advantage of ENO's Organisation Membership to Chartered Institute of Fundraising
- Hybrid working approach: two days per week in the office, the other days are flexible for working from home or in the office, depending on the performance and event schedule
- External mentoring from an industry professional at another arts organisation, through the RAISE programme



Click through the job title of each team member to see their LinkedIn profile

Philanthropy Manager

Your responsibilities will be:

Account Management (10%)

- You will be assigned a portfolio of existing ENO supporters, and be responsible for their stewarding, renewal and identifying opportunities for upgrading their support

Identifying New Supporters (20%)

- Working with our Head of Development Operations, you will identify ticket buyers as prospective donors, conduct research, and plan an individual cultivation journey for each prospect
- You will keep up-to-date with print, web and social media sources to identify prospects and network links to ENO for cultivation

Cultivation Planning & Making the 'ask' (40%)

- Using the full resources of English National Opera, your cultivation plans will include informal meetings, visits to performances, rehearsals, member and supporter events, workshops, learning projects and private dinners
- You will create bespoke engagement opportunities for each prospect you have identified, to enthuse them about the work of ENO
- You will ask prospective new supporters to donate to ENO

Appeals and Campaigns (30%)

- Working across the Department and using the full resource of the English National Opera to develop, plan and execute a series of audience facing appeals and campaigns working towards a target of £185,000. This will include:
- Regular prize draws and online raffles
- Appeals based around productions and the work of the Company (with support from the Membership & Appeals Coordinator)
- Sponsored events
- Maximizing and running micro donations (basket donations and contactless)

Our ideal candidate is:

- Excited about the prospect of working at an innovative company, with accessibility at the heart of everything it does
- An outstanding fundraising professional. with experience working with major donors and small-scale crowdfunding appeals
- Someone able to build positive relationships with external clients
- Someone able to build positive relationships with internal and external stakeholders, including visiting directors, conductors, designers and musicians as well as internal ENO staff
- A dynamic individual with the ability to work independently, and yet collaboratively within the Development Department
- A supportive colleague, willing to share their skills, experience and knowledge with other fundraisers in the Department
- Committed to their own professional development, and willing to develop their knowledge, skills and experience
- Someone confident with technology and willing to learn about ticketing and CRM Systems

General

To undertake any other related duties at the request of the Development Director, when required.

Diversity and Inclusion at English National Opera

This appointment will be made on merit, but we believe that diversity strengthens and enriches us, and that it is the responsibility of everyone at ENO to make the arts and cultural sector a more diverse and equal place.

As ethnically diverse and disabled people are currently under-represented at ENO, we particularly encourage and welcome applications from under-represented people.

Why work at ENO?

When you join us at ENO, we'll provide you with an in-depth induction that will introduce you to your role, your department and give you the opportunity to explore all areas of the company.

"My most enjoyable thing about working at ENO is working with a supportive, fun and energetic team"

"The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage Prompt or the Flys - every day is different and exciting!"

"The most enjoyable thing about working in the Development team at ENO is being able to collaborate with everyone in the organisation - Marketing & Comms and Baylis, as well as the teams at the Coliseum so there is a great sense of community within the company"

From our third annual staff survey in May 2021, we found that:

92% of people at ENO feel pride in the work they do and the results achieved

81% of people plan to be working at ENO in three years from now

90% of people know how their work contributes to ENO's future

Whole Company Staff Benefits

At ENO, we believe our staff are our strongest asset, and we offer support beyond your salary. We will also invest not only in your professional development, but also in your wellbeing.

Our current staff benefits include:

Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements

ENO and London Coliseum Performances

- Access to complimentary tickets for ENO and selected London Coliseum performances
- Access to a staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

Staff Well-Being Activities

- Generous annual leave entitlement
- Access to subsidised activities such as massage and yoga
- Access to an employee assistance programme

Financial Support

- Employer pension contribution of 3%, with employee contribution of 5%
- Digital payslips accessible through mobile apps
- Staff canteen at the London Coliseum
- Star of The Month Scheme
- Employee discount programme through Perks at Work
- Interest-free travel season ticket loans
- Cycle-to-work scheme
- Eye care vouchers

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**“Imagination
creates reality”**

Richard Wagner





Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.

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English National Opera is a charitable company limited by guarantee incorporated in England and Wales (Company number 00426792). Charity Registered Number 257210



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ENGLAND**