



WORK WITH THE CBSO

MEMBERSHIP MANAGER

Are you passionate about building meaningful relationships? Do you excel at organisation, communication, and driving engagement? If so, we want you to join the CBSO as our Membership Manager!

At the CBSO we're dedicated to our members and creating a supportive environment where they feel part of the CBSO. We are looking for an experienced, creative and motivated individual who wants to develop their fundraising skills in a supportive, collaborative and dynamic team. There is potential for growing and developing our fundraised income from our membership schemes and this is an exciting time to play a key role.

The Memberships Manager sits within the Development team and is essential to the smooth running of our memberships and care of our individual supporters, as well as the assisting in the delivery of events. Being a part-time role, we can offer flexibility in days and hours.

SALARY: £35,000 (Pro Rata £21,000)

HOURS: 21 hours per week

LOCATION: Birmingham/ Hybrid

REPORTING TO: Director of Development

DEADLINE TO APPLY: 10th May 2024



ABOUT THE CBSO

The City of Birmingham Symphony Orchestra (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Chief Conductor and Artistic Advisor Kazuki Yamada, proud to make exciting musical experiences that matter.

Resident at Symphony Hall, the orchestra performs over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges classics to contemporary, soundtracks to symphonies, and everything in between. For more than 100 years, it has been involved in every aspect of music-making in the Midlands, and through its wide-reaching community and education projects, and family of choruses and youth ensembles, this continues to grow. Helping to build a life-long love of music for audiences, communities and musicians across Birmingham, the West Midlands and beyond.

OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people and communities we serve.



KEY RESPONSIBILITIES

- To implement effective strategies and campaigns for the retention and recruitment of members
- Drive growth in income by managing and delivering the CBSO's membership programme
- Growing and developing the delivery of high-quality stewardship for the CBSO's membership programme

Membership Programme:

- Manage and develop the CBSO's membership programme scheme closely supported by the Development Assistant.
- Devise a strategy for growth, by undertaking including research to identify potential upgrade projects and enabling greater segmentation of the existing donor pool.
- Work closely with the Individual Giving Manager to identify crossovers in the membership/prospect/donor base to maximise support for the CBSO in a donor centric way
- Offer personalised and bespoke stewardship for circles level members including responding personally to enquiries and brokering player support relationships
- Oversee the delivery of benefits to members, including member events

Marketing and Communications:

- Oversee the production of the Music Stand magazine.
- Work closely with marketing and communication colleagues to devise and produce membership print and online communications including the monthly member's update

Financial and Other:

- Ensuring accurate budgeting, financial reconciliation and in-year reforecasting
- Oversee the accurate recording of the membership programme on Tessitura
- Ensuring fundraising activity is carried out in line with relevant regulation e.g. tax-efficient giving, GDPR and the Fundraising Regulator's Code of Fundraising Practice
- Work with the Director of Development to advance wider Development objectives for the CBSO and undertake any other duties as may reasonably be required in the post.



PERSON SPECIFICATION

ESSENTIAL SKILLS:

- Experience of building relationships with a range of individuals in a fundraising, sales or marketing environment
- Have significant demonstrable expertise in stewarding valuable donors or customers
- Confident and clear communication skills, able to engage with people at all levels face to face and on the phone
- Be a team player, willing to tap into the varied skills of others in the department and to ask colleagues or volunteers for help in managing donor or prospect relationships where necessary
- Can produce engaging communication and marketing materials
- Accurate and efficient administration skills with excellent attention to detail

DESIRABLE SKILLS:

- Have an enthusiasm for classical music and the broader mission of the CBSO.
- Knowledge of Tessitura or another CRM system (the CBSO's current database system is Tessitura)
- Knowledge of data protection and GDPR requirements
- Experience within a membership function



HOW TO APPLY

To apply for the role of Memberships Manager please send a CV and a supporting statement of no more than two pages of A4 to Hollie Dunster, HR Manager at hdunster@cbso.co.uk

We ask that you complete the equal opportunities information online when you submit your application. The information collected will be treated as confidential and used for to help the CBSO improve its approach to becoming a more diverse and inclusive organisation. It will not be treated as part of your application.

Finally, please ensure that you have included your contact number and email address, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

RECRUITMENT TIMETABLE:

Application deadline: 9am, 10th May 2024

First round interviews: 16th May 2024

Second round interviews: 23rd May 2024

If you wish to have an informal discussion about this role, please contact Claire Tilt, Director of Development on ctilt@cbso.co.uk



TERMS & CONDITIONS

- Member of CBSO staff, primarily based at CBSO's purpose-built rehearsal and administrative home, CBSO Centre, in central Birmingham.
- This is a part time role based on 21 hours per week which can be spread over 3-5 days depending on the candidate.
- CBSO staff are entitled to 25 days annual leave (pro rata from date of starting and for part time employees) plus Public Holidays
- There will be requirement for attendance at evening events (e.g. concerts) and for work at weekends. There is some provision for flexible working.
- This post is subject to a 6-month probationary period
- Membership of the CBSO's Group Stakeholder Pension Plan