



## **JOB DESCRIPTION: Administrator (full-time)**

Starting salary:	Competitive, according to experience
Reporting to:	General Director
Based:	London
Hours of work:	Standard office hours are 9:30 - 17:30 Monday to Friday, though availability is sometimes required outside these hours, including evenings and weekends (time off in lieu will be given as we do not pay overtime).
Holiday:	25 days per year plus 8 public holidays
Notice period:	Three months after an initial probationary period of up to one year, during which the notice period is one month on either side.
Auto Enrolment Pension:	The Company currently contributes up to 10% (subject to scheme rules)
Other benefits:	Annual employee leisure travel insurance
Other key relationships:	Supporters, external partners and the wider MCO team and board members

**The Administrator is a key member of our dedicated and highly motivated team. The successful candidate will be responsible for a wide range of administrative tasks that support the effective planning and delivery of our fundraising activities. These tasks include coordination of our membership programme, and administration related to trusts and foundations and donor stewardship.**

Responsibilities include (but are not limited to):

### **SUPPORTERS ASSISTANCE**

- Supporting the General Director, wider MCO team and board to manage individual relationships with current and prospective donors in London and around the world, arranging cultivation meetings and ensuring outstanding stewardship at all times, from first approach to appropriate acknowledgment on all our channels
- Administering the existing membership schemes including renewal reminders, gift processing and gift acknowledgement; facilitating recruitment to the schemes and taking responsibility for the prompt and accurate recording of activity on agreed systems, including Raiser's Edge, to ensure relationships are well tracked and managed, and that systems remain effective and efficient
- Liaising with venues internationally to secure tickets for concerts for our supporters and VIP guests
- Coordinating ticketing requirements for both touring and self-promoted concerts, including recording RSVPs to concerts and keeping guest lists up to date
- Ensuring appropriate members are invited to events
- Facilitating the payment of cash and other donations.

## **TRUSTS & FOUNDATIONS**

- Assisting with researching and drafting of persuasive and engaging applications and proposals to trusts and foundations, other grant-giving bodies and corporates to secure support for MCO's project and core activities
- Managing the administration of grants and any sponsorship agreements, stewarding relationships with existing supporters to deliver suitable activity to ensure mutually beneficial, fruitful and sustainable long-term relationships

## **ABOUT YOU**

### **ESSENTIAL**

The successful applicant will have the following qualities / experience:

- Educated to degree level
- Experience within a high-profile, demanding professional environment
- Experience with working with high-net-worth individuals/ high-profile clients
- Proficient with CRM database management
- Excellent interpersonal and administrative skills
- Meticulous attention to detail
- Excellent English (written & spoken), with a clear, persuasive writing style
- Excellent time and task management skills
- The ability to thrive in a dynamic, fast-paced environment, to deadlines
- A team worker of bright and pleasant disposition, with positive energy and motivation
- Willingness and ability to work flexible hours as necessary
- A keen interest in classical music

### **DESIRABLE**

- Experience of working within a professional performing arts organisation
- Experience of dealing with UK based Trusts & Foundations
- An understanding of fundraising
- A working knowledge of Raiser's Edge
- Foreign languages

The Job Description is a guide to the nature of the work required of the role. It is not wholly comprehensive or restrictive and may be reviewed with the post-holder to reflect ongoing developments and the evolving needs of the organisation.