

MSO

Donor Liaison

INFORMATION FOR CANDIDATES, FEBRUARY 2020



Melbourne Symphony Orchestra

About the Melbourne Symphony Orchestra

The MSO is one of Australia's leading orchestras and each year engages more than 5 million people through over 150 live performances, recordings, and TV/radio broadcasts. From its first performance in 1906 the Melbourne Symphony Orchestra has offered the very best in orchestral music and collaborates with guest artists and arts organisations from across the world.

The MSO was the first professional orchestra to represent Australia internationally in 1965. Recent and coming international engagements include Europe and the UK (2014 & 2020), China (2016 & 2018), Indonesia (2017) and USA in 2019. The MSO's Chief Conductor is Sir Andrew Davis, Associate Conductor Benjamin Northey, and Cybec Assistant Conductor Tianyi Lu.

The MSO performs a variety of concerts ranging from core classical performances at its home, Hamer Hall at Arts Centre Melbourne, to its annual free concerts at Melbourne's largest outdoor venue, the Sidney Myer Music Bowl. The MSO also delivers innovative and engaging programs to audiences of all ages through its Education and Outreach initiatives.

Sir Andrew Davis gave his inaugural concerts as the MSO's Chief Conductor in 2013, having made his debut with the Orchestra in 2009. Highlights of his tenure have included collaborations with artists such as Bryn Terfel, Emanuel Ax, Truls Mork and Renee

Fleming, and the Orchestra's European Tour in 2014 which included appearances at the Edinburgh Festival, the Amsterdam Concertgebouw, the Mecklenburg-Vorpommern Festival and Copenhagen's Tivoli Concert Hall. Further current and future highlights with Sir Andrew Davis include a complete cycle of the Mahler symphonies.

The MSO also works with Associate Conductor Benjamin Northey and the Melbourne Symphony Orchestra Chorus, as well as with such eminent recent guest conductors as Thomas Ades, John Adams, Tan Dun, Charles Dutoit, Jakub Hrůša, Mark Wigglesworth, Markus Stenz and Simone Young. It has also collaborated with non-classical musicians including Burt Bacharach, Nick Cave, Sting, Tim Minchin, Ben Folds, DJ Jeff Mills and Flight Facilities.

The MSO reaches a wider audience through regular radio broadcasts, recordings and CD releases, including a Strauss cycle on ABC Classics which includes *Four Last Songs*, *Don Juan* and *Also sprach Zarathustra*, as well as *Ein Heldenleben* and *Four Symphonic Interludes* from *Intermezzo*, both led by Sir Andrew Davis. On the Chandos label the MSO has recently released Berlioz' *Harold en Italie* with James Ehnes and music by Charles Ives which includes Symphonies Nos. 1 and 2, as well as a range of orchestral works including *Three Places in New England*, again led by Sir Andrew Davis.



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Position Description

Job Title	Donor Liaison
Department	Philanthropy
Location	MSO Southbank Offices

Date	February 2020
Reports to	Director of Philanthropy and External Affairs
Role Status	Part Time, ongoing

1. POSITION PURPOSE

This role provides polished, professional and discreet stewardship services to MSO's patrons and donors. The incumbent also acts as a host/company representative at selected MSO events and performances.

The role requires a mature and polished individual with significant experiences in working with, and providing outstanding customer service to prominent high net worth patrons and individuals. Associated knowledge of ticketing and database processes is essential, as is an orchestral background/knowledge of orchestral music. It also requires strong customer service skills and a commitment to building and sustaining positive patron engagement to support the MSO and its objectives.

Due to the nature of the role and the MSO's operations, it is expected that there will be a significant component of evening/after-hours work in this role.

2. MSO VALUES and BEHAVIOURS

Excellence	We are the best we can be, artistically and commercially.
Leadership	We lead by example as proud and passionate advocates of our art form and our people, in Australia and on the global stage.
Innovation	We are creative and seek new ways to inspire and engage our stakeholders.
Collaboration	We are one orchestra, and work cohesively with our partners and communities to achieve our goals.
Respect	We respect all those with whom we interact. We are ethical, honest, and transparent.
Accountability	We are responsible and accountable.
Diversity	We reflect the diversity of our stakeholders to remain relevant, vibrant and inclusive, and engage all aspects of the Victorian community we represent.

3. DIMENSIONS and WORKING RELATIONSHIPS

Reports to	Director of Philanthropy and External Affairs
Direct working relationships	<ul style="list-style-type: none">• Philanthropy Department• Operations/Orchestra• Artist Liaison• Box Office/Sales• Other areas of the MSO as required

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4. MAJOR RESPONSIBILITY AREAS

The main responsibilities of the Donor Liaison are:

- Customer Service/Donor Liaison with a focus on positive and sustained engagement
 - Administration Managing patron related administrative tasks
 - Events and Representation Act as an ambassador/Company representative at concerts and patron events.
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5. KEY RESULT AREA

MAJOR ACTIVITIES

Customer Service

- Act as a key point of contact for donors and patrons in relation to their involvement with MSO.

Administration

- Undertake day to day transactional tasks in support of patron activities and engagement – eg: answering queries, exchanging tickets, managing event attendance/guest lists;
- Utilise Tessitura to update patron/donor information, process and acknowledge donations, and other related tasks as required;
- Ensure privacy and confidentiality of database contents and patron/donor information is maintained at all times.

Events and Representation

- Attend MSO and act as an ambassador for the Company concerts and stakeholder events as required;
- Provide support to the Managing Director and Director of Philanthropy and External Affairs as required for related activities – eg: backstage tours, hosting small donor groups at concerts.

Occupational Health and Safety

- Comply with Company policy and legislative obligations to ensure a safe workplace for staff, guests, patrons and stakeholders, both on MSO premises and at external venues.
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6. DECISION MAKING AUTHORITY

This position holder works under the general direction of the Director of Philanthropy and External Affairs

7. ESSENTIAL CRITERIA

- Previous experience in a philanthropic/stewardship role, within an arts environment;
 - Exceptional customer service and stakeholder management skills;
 - Experience and knowledge in the use of Tessitura CRM system;
 - Significant and sophisticated knowledge of orchestras and orchestral music.
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Position Description

8. DESIRABLE CRITERIA

- Previous philanthropic experiences within an orchestral environment;
 - Background as a professional orchestral musician;
 - Knowledge of the MSO and its operations.
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9. PERSONAL CHARACTERISTICS

- Outstanding customer service and interpersonal skills;
 - Confidence and skill in working with prominent, high net worth individuals;
 - Maturity, resilience and polish, combined with a demonstrable ability to build and sustain genuine relationships with stakeholders.
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10. POSITION DESCRIPTION MAINTENANCE

Date of last review	February 2020
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Conducted By:	Human Resources Coordinator
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Date for next review:	TBC
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Recruitment Process

This is an excellent time to be joining the MSO and a fantastic opportunity for a passionate arts professional. Working closely with a small but dedicated team, this role will be well-suited to someone looking to make a positive contribution to a much-loved cultural icon of Melbourne and Australia.

Key dates

Applications close 5pm Friday 6 March

Preferred start date as soon as possible

How to apply

To apply for this position please forward a covering letter, current resume and short statement addressing each of the essential criteria via email, with the subject line DONOR LIASON APPLICATION – YOUR NAME, to:

Michael Stevens, Human Resources Coordinator

Email: jointheteam@mso.com.au

Referees will be sought from candidates following the interview process.

Only shortlisted candidates will be contacted.

No agency applications will be considered at this time.

Contact

For further confidential conversation about this opportunity please contact

Suzanne Dembo, Acting Director, Philanthropy and External Affairs

Telephone: +61 8646 1125

Email: dembos@mso.com.au
