



Individual Giving Administrator (Temporary)

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young people develop much more than musical skills.

We welcome 10,000 teenagers of all backgrounds and different levels of musical ability into a national community to play and share orchestral music. At the centre of the organisation, our Orchestra, known as NYO, is acclaimed internationally as 'the world's greatest orchestra of teenagers' for their dazzling performances. Each NYO musician also plays their part as a leader and role model, sharing music and skills through NYO Inspire and NYO Open programmes.

With music education all but disappearing in state schools, the free programmes provided by NYO are needed more than ever – to ensure all teenagers have the opportunity to develop their confidence and skills for life through sharing and playing music together. Joining the NYO community, they open up to new friends and possibilities. Stepping out to perform, they rise to new challenges. Sharing their passion with other young people, they learn to inspire and lead.

The role

This is an excellent opportunity for an organised, detail-focused individual who is either seeking their first role or is an early-career fundraising or supporter care administrator. This role offers the chance to join our ambitious and growing Fundraising Team.

As a vital part of our team, you will bring a keen eye for detail, strong data accuracy skills, and a talent for problem-solving. You should have a genuine interest in people, enjoy discussing their experiences, and be committed to delivering the best possible donor experience. We provide

training in our systems and CRM (Salesforce) and support continuous learning from both internal and external sources.

As part of a seven-member fundraising team, within the larger Fundraising and Communications Directorate, you will play a core role in ensuring accurate data capture, adhering to processes, and providing best-in-class stewardship. Your day-to-day responsibilities will include processing donations and engaging with supporters.

Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role.

Our offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. We have a flexible and supportive culture to support our team. As this role is directly connected to the processing of donations and donor relations, it does require presence in our Holborn office, but we are open to flexible and part time hours.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Purpose of the role

The Individual Giving Administrator (temporary) role works closely alongside three Individual Giving Coordinators and is responsible for processing and fulfilling donations through our established systems. Donations are received via post, online, and by phone. Accuracy, organisation, and attention to detail are critical, as is the ability to prioritise workloads effectively.

You will be a strong team player, ready to offer support to your colleagues as needed. We value new ideas, so having a problem-solving mindset and the confidence to propose ideas for improving efficiency are highly desirable qualities.

This role is crucial in fostering trusting and loyal relationships with our donors. Our donors are the foundation of the organisation, and delivering the best possible supporter experience—through prompt and accurate acknowledgement—is essential. The role involves some supporter-facing responsibilities, particularly phone communication, so you must be a confident and clear communicator.

Reports to:

Individual Giving Manager

Key relationships:

Internally: Close collaboration with the Fundraising and Finance teams to ensure cohesive processes and clear communication and reporting.

Externally: Engagement with:

- Supporters
- Enquiries
- Prospective supporters and audience members

Key responsibilities

Donation processing and data entry

- Entering donations into Salesforce CRM, including processing debit/credit card payments and direct debit donations, entering new donor details and updating existing donor details to the highest level of accuracy.
- Using reporting to check and confirm accuracy
- Completing Finance efficiency processes
- Processing Gift Aid declarations
- Working within the administrative structure and processes of the organisation.
- Ensuring data is processed and stored in line with Data Protection policies. Experience and knowledge of GDPR requirements is helpful, and you will stringently protect our donor data by following processes to the highest standard.

Thanking and donor liaison

- Thanking donors efficiently and effectively, with high quality, bespoke communications where needed, in line with organisation SLAs.
- Handling inbound calls which range from enquiries about donor events to donations over the phone.
- Responding to all enquiries promptly, professionally and positively.
- You will have excellent written and verbal communication skills, and will know how to communicate in a way that makes the donor feel valued, that has them at its heart. You'll know how to handle a conversation on the phone with enthusiasm and care, and take pride in your level of donor care.

Team work

- As a member of a small team, you will be expected to support team activities wherever necessary and where the administrative need is greatest.
- You'll need to work closely with colleagues across the organisation, so the ability to develop strong working relationships, bringing your strengths to a team dynamic, is beneficial.

Person Specification

Personal attributes

	Essential	Desirable
Organised and proactive	✓	
Excellent team-worker able to work effectively through collaboration	✓	
Positive, flexible approach to work and teamwork	✓	
Embraces equity, diversity, and inclusivity, recognizing the value of diverse perspectives and experiences.	✓	
An interest in music and the arts		✓

Experience

Experience of data entry	✓	
Experience of providing exceptional customer care	✓	
Experience of working in a fundraising, direct marketing or supporter care role		✓
Experience of using a CRM database		✓
Experience of managing data and mail merge		✓

Skills

Initiative and the ability to structure time and prioritise effectively	✓	
Excellent attention to detail and accuracy when processing large volumes of work	✓	
Excellent written and verbal communication	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	

Terms and Conditions

Salary

£25,000 per annum (pro rata)

Contract term

Temporary (until 31 December 2024)

Hours

Full-time (35 hours a week); however part-time (minimum 3 days a week) will also be considered.

Annual Leave

27 days per annum (pro rata) plus statutory bank holidays

Place of work

10 Great Turnstile, London, WC1V 7JU

Notice period

One week

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are central to our work, including recruitment practices. We aim to ensure no job applicant, employee, or participant receives less favourable treatment based on age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Individuals are selected, promoted, and treated based on their relevant merits and abilities. All employees must comply with and actively promote this policy.

Safeguarding

NYO is committed to safeguarding and protecting the children and young people we work with. Our policies and procedures ensure sector-leading safeguarding practices. All employees, contractors, trustees, and volunteers are dedicated to maintaining an environment where young people's welfare is paramount. Our policies protect young people from harm, ensuring all concerns and abuse allegations are taken seriously and responded to appropriately.

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Monday 9 September 2024** at 10am.

If you have any questions about the role, please contact recruitment@nyo.org.uk.

