

WORK WITH THE CBSO

DEVELOPMENT & MARKETING OFFICER



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The Development & Marketing Officer plays a central role in supporting the delivery of the CBSO's audience, fundraising and marketing activity. Acting as the operational hub for both the Development & Marketing teams, the postholder will lead on CRM processes, membership administration, donor administration, prospect research, supporter and departmental administration.

This role is responsible for ensuring that supporter data, membership records, fundraising activity and administrative processes are managed efficiently and accurately, enabling colleagues to focus on audience engagement, fundraising, communications and strategic relationship management.

HOURS: 35 hours per week

HOLIDAYS: 25 Days plus bank holidays

LOCATION: Birmingham based with some hybrid working

REPORTING TO: Senior Individual Giving Manager

SALARY: £25,000 per annum

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

Supporting the Development and Marketing Teams

- Lead on the coordination of the CBSO's guestlist for concerts, including artists, donors and stakeholders
- Selling tickets by phone / in person for events at CBSO Centre, coordinating reservations
- Support departmental planning, reporting and administration processes.
- Proof and support communications across the Marketing, Audiences & Memberships and Development teams
- Lead on the coordination of the Departments' inboxes (e.g. email and social media DMs)
- Attend concerts and membership events as required.
- Work collaboratively across the organisation to support wider departmental objectives.

Prospect Research

- Conduct research on prospective donors, members, corporate supporters and trusts.
- Identify new fundraising opportunities using publicly available sources and internal data.
- Support the development team with prospect pipelines and briefing documents.
- Prepare prospect profiles for cultivation meetings and events.
- Monitor donor trends and supporter engagement data to identify upgrade opportunities.
- Maintain accurate prospect records and research notes within Tessitura.
- Support the identification of future major donors and Circles members

Financial & Operational

- Ensure Gift Aid declarations are maintained and processed appropriately.
- Raise purchase orders and process invoices for the Development, Audiences & Membership and Development Teams
- Maintain financial records and audit trails.
- Support in the departments planning, reporting and administration processes.

CRM & Data Management

- Maintain accurate audience, member, donor and prospect records within Tessitura.
- Lead on data cleansing, updates and record maintenance.
- Ensure data quality standards are consistently applied across the organisation.
- Produce routine reports on membership, fundraising and audience activity.
- Support audience segmentation and data selections for campaigns and communications.
- Monitor and maintain GDPR-compliant records and consent management

PERSON SPECIFICATION

Essential

- Experience in an operations, administration or project support role.
- Excellent organisational skills with the ability to manage multiple priorities.
- Strong attention to detail and commitment to accuracy.
- Experience working with databases or CRM systems.
- Strong IT skills, including Microsoft Excel, Word and Outlook.
- Excellent written and verbal communication skills.
- Ability to build effective working relationships across teams.
- A proactive, collaborative approach with excellent customer service skills.

Desirable

- Experience using Tessitura or another CRM/ticketing system.
- Experience supporting membership or fundraising programmes.
- Experience processing purchase orders, invoices or financial records.
- Knowledge of GDPR and data management best practice.
- Experience working within an arts, cultural, charity or membership organisation.
- An interest in classical music and the wider arts sector.

HOW TO APPLY

To apply for the Development and Marketing Officer Role 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: **5pm, 28th September 2026**

Interviews: **Week Commencing 5th October 2026**

If you wish to have an informal discussion about this role, please contact Amy Self, Senior Individual Giving Manager on Aself@cbso.co.uk