
Philharmonia

Development Research & Operations Manager

Overview of the Organisation

The Philharmonia Orchestra is one of the world's great orchestras and has been creating thrilling performances for a global audience since 1945.

Artistic Leadership

Celebrated young Finn Santtu-Matias Rouvali is our Principal Conductor. Santtu follows in the footsteps of great artists including Herbert von Karajan, Otto Klemperer and Riccardo Muti. His immediate predecessor Esa-Pekka Salonen is our Conductor Laureate, and Christoph von Dohnányi is our Honorary Conductor for Life. In 2023, Marin Alsop joined the Philharmonia family as Principal Guest Conductor.

This inspirational artistic leadership is at the core of our work on the concert platform, which we then complement with a diverse range of titled artists which change season by season; in 2025/26 our Artists in Residence is dance theatre company Thick and Tight. Our Featured Artist is pianist Víkingur Ólafsson, and Featured Composer is Gabriela Ortiz. Together with the orchestra, these artists help us shape a programme of performances and projects of the highest quality and distinctiveness.

Organisational Overview

With over 40 years' Patronage by HM King Charles III, we are proud to be a globally active orchestra.

The Philharmonia is a registered charity and as one of the four London self-governing symphony orchestras comprises 80 musicians from 16 countries. The Board is led by Lord King of Lothbury and includes a strong player voice through members of the orchestral committee headed up by President James Buckle. The management team of 40 administrative and backstage staff is led by CEO Thorben Dittes and an Executive Team of six.

Our artistic home is the Southbank Centre in the heart of London, where we give around 35 performances a year. We also have residencies in Bedford, Leicester, Canterbury, and Basingstoke, encompassing longstanding Learning & Engagement projects as well as regular concerts. Additionally, the orchestra is resident at Garsington Opera and the Three Choirs Festival. From our administrative base in Bankside, we create around 250 projects and performances annually and in 2023/24 around 160,000 experienced the Philharmonia sound live.

From LPs to Virtual Reality, we have always been pioneers in using technology to bring our music to the widest possible audience. We have 1 million listeners each month on Spotify, over 500,000 social media followers, and a vibrant YouTube channel with annual viewing figures of almost 3 million.

The future

Following the challenges of the Covid pandemic and a change in executive leadership the organisation has undertaken an extensive mission-vision-values exercise, involving musicians, staff, Board and external stakeholders. The resulting forward direction connects its illustrious musical history and artistic DNA of international excellence, with a firm focus on innovation and the future of the orchestral experience for both audiences and musicians.

The next steps will be to create the detailed strategies, operational models and standout defining artistic projects which enable us to move towards our vision of the future of a thriving, equitable society with orchestral music at the heart of cultural life, where musicians are celebrated for the work they do to make the world a better place.

Could you be part of that future?

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Development Research and Operations Manager

Position Summary

The Philharmonia Orchestra is seeking an organised, analytical and proactive Development Research and Operations Manager (DROM) to support the growth in fundraising activity of a busy and ambitious orchestra. The post-holder will deliver high-quality philanthropic research, pipeline and CRM management, the creation of donor briefings for individual, corporate and trust supporters, and horizon scanning for new and future opportunities.

As the department's research and CRM lead, the DROM will generate prospect research on those suggested by senior volunteers (Board, Development Board etc.) and those identified in our database, Tessitura. They will support fundraisers across giving streams to create engagement and cultivation plans, and act as the pipeline management champion for the team. The DROM will support fundraisers to ensure activity and contacts is logged consistently, working closely with the Head of Development to monitor KPIs, track and record income and maintain accurate donor and donation records.

This position is central to ensuring that frontline fundraisers can focus on income generation, supported by robust operational processes, accurate data, and high-quality research.

This role reports to the Head of Development and will work closely with the Senior Development Manager (Philanthropy) and Director of Development. The work of the Development team is actively supported by the Philharmonia's Development Board.

Key Responsibilities

Research and Pipeline Development:

- Identify, qualify and research prospective major supporters, including individuals, corporates and trusts
- Prepare tailored profiles and high-quality briefings to staff and senior volunteers for meetings and events
- Maintain and refine the prospect pipeline, ensuring clear pipeline management stages and next actions for prospects
- Conduct due diligence research as required for donor engagement
- Implement improvements to pipeline management process
- Track sector trends and philanthropic activity to inform prospecting and cultivation

CRM, Data and Insights:

- Be the Tessitura CRM and financial process (such as Direct Debits and Gift Aid) lead for the Development team, maintaining accurate, timely, and GDPR-compliant records
- Develop and implement systems, workflows and reporting tools to support a data-led fundraising approach such as in membership acquisition
- Produce regular income and pipeline reports that support departmental planning and forecasting
- Generate guest lists and attendee profiles for events

Department Operations:

- Support the Head of Development with the timely production of proposals, reports and other donor communications
- Work with the Learning and Engagement department to identify and promote opportunities that support fundraising, such as project visits, project pipeline and evaluations.
- With colleagues, ensure the smooth scheduling and preparation for donor meetings and project visits
- Support the Head of Development and Director of Development in preparation of materials for Board, Development Board and other strategic meetings.

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Reporting and Administration:

- Support the Head of Development in regular moves management and revenue reporting across the department
- Create and maintain updated gift processing workflows including invoices, bank transfers, reconciliation and reporting
- Ensure the highest standard of data capture, financial processes and record-keeping, consistent with GDPR and best practice
- Ensure accurate and up-to-date records and fulfilment of donors' accreditation and recognition requirements
- Represent the Philharmonia at events and externally when required
- Support the work of the Department and other duties reasonably required by the Philharmonia

Skills and Qualifications

Essential:

- Understanding of different fundraising income streams and the donor cultivation cycle
- Experience of philanthropic prospect research and data analysis
- High levels of organisational skills and attention to detail
- Understanding and experience of using a CRM database (Tessitura is an advantage)
- Understanding of fundraising and data protection regulation (including HMRC Guidelines, Gift Aid, GDPR and the Fundraising Regulator)
- Experience in handling financial and transactional data, and producing financial reports
- Ability to manage multiple and competing priorities
- High-level of IT literacy, including the Microsoft 365 suite.
- Exceptional interpersonal and communication skills (verbal and written)
- Interest in and appreciation of the arts

Desirable:

- Experience in a similar role within a fundraising team from the arts and cultural sector
- Knowledge of the Philharmonia and its work; understanding the opportunities and challenges in the orchestral sector – including as this relates to funding opportunities
- Experience in major fundraising campaigns

Reporting Structure

Reports to Head of Development

Employment Type

Full time

Salary and Benefits

- Salary from £35,000 dependent on experience
- Pension contribution of 6% of salary to a qualifying scheme
- Employee Assistance Programme
- Cycle to work scheme
- Season ticket loans
- Complimentary and discounted tickets to Philharmonia concerts

Location

London Southwark head office with travel to various UK locations as required.

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Application Process

- Email CV and cover letter (no more than 2 pages) to: team@theHRhub.co.uk
- Subject: Philharmonia: DROM
- Closing Date: 12pm, 30 September
- First interviews: 7 October

Equal Employment Opportunity Statement

The Philharmonia Orchestra is committed to ensuring equitable opportunities and a welcoming environment for all those that engage in our work. We strive for a more representative workforce and encourage applications from under-represented groups in the UK arts workforce, particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community. We are a Disability Confident Employer. If you require any adjustments to apply for this position or attend an interview, email team@theHRhub.co.uk with 'Reasonable Adjustments - Philharmonia' in the subject line.