

SUPPORTER ENGAGEMENT OFFICER RECRUITMENT PACK

April 2025



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What we do

Youth Music is equalising access to music.

We're a national charity. We help marginalised young people to make and monetise music.

Every year, we raise £10 million to fund inspirational grassroots music projects and support aspiring young creatives up and down the UK.

We're campaigning to break down barriers for young people facing inequity, exclusion and discrimination.

Together with our partners, we're helping the next generation to transform their lives through music. Join Us.

Diversity & Equal Opportunities

Youth Music is an equal opportunity and [Living Wage employer](#). We are committed to attracting, recruiting and retaining diverse candidates. It's important that our team reflects the communities we serve.

We are currently under-represented by individuals from a working-class background, the Asian/Asian British community and wider Global Majority, Disabled people, the Trans community and people of faith.

YM is a Disability Confident Committed Employer and we are committed to making adjustments that would support disabled people to apply for and carry out this role. We operate a guaranteed interview scheme for any disabled applicants who meet the minimum criteria for the post, as outlined in the job description. If you are disabled and would like your application to be considered under the guaranteed interview scheme, please indicate so in your application.

Please contact constance.dingri@youthmusic.org.uk if you have a disability and/or access requirements or if you wish us to consider any other reasonable adjustments to ensure the interview process is fully accessible.

Salary and Benefits

- Salary:** £30k-£33k per annum, pro rata (dependent on experience)
- Contract:** **Fixed Term contract to 31st March 2027, Full Time (37.5 hours per week)** We operate a blended working approach where you will be required to work in the office two days a week, Wednesday & one other day tbc
- Location:** The Print Rooms, 164 – 180 Union Street, London, SE1 0LH
- Pension:** 8% of salary towards a non-contributory group pension
- Holidays:** 25 days (pro rata) plus public holidays and additional days over the Christmas period when the office is closed

Additional Benefits:

- An employee assistance programme.
- Learning and development opportunities.
- A loans programme to cover the initial cost of, for example a bike to cycle to work or gym membership.
- Critical illness insurance.
- Income protection insurance for illness.
- Death in service insurance.

There is also an opportunity to fully engage in the staff led Values Committee, Environmental Working Group and the Inclusion, Diversity, Equality and Access (IDEA) working group.

About The Role

You will be working in a collaborative, fast-paced and creative environment and will play a key role within our Engagement Team to strengthen Youth Music's relationships with individual givers. This role will focus on engaging individuals to support our mission, managing relationships with community supporters, and delivering strategies to enhance community fundraising and individual giving.

About You

You are a motivated and relationship-driven individual who is passionate about music and making a difference. You will have a strong ability to engage, motivate and influence prospective and existing individual givers, a strategic mindset for fundraising

and supporter engagement, and excellent stewardship skills. Your ability to build lasting relationships with our donors and community fundraisers will be key to your success in this role.

Key Responsibilities

- Create and execute a strategic plan for growing community fundraising and individual giving, and monitor and evaluate the impact of this.
- Take ownership of Youth Music's guestlist donation initiative, securing gigs to add an optional donation in aid of Youth Music.
- Support the Philanthropy Lead in cultivating major donor relationships and co-investment opportunities with charitable trusts and foundations.
- Support the Ambassador & Supporter Engagement Manager and Philanthropy Lead with administration of onboarding Youth Music advocates and Change Makers.
- Lead on the administration and organisation of community fundraising events/activities. You will support challenge event participants with their fundraising by liaising with them before and after events, ensuring they feel prepared and have the Youth Music resources they require.
- Work with the Communications Team to make the most of the exciting communications opportunities that exist in the run-up to, during and after fundraising activities and events - including helping to collect, create and distribute photos, videos, news stories, interviews and social media posts.
- Lead on Gifts in Wills and Legacy Giving.
- Manage our fundraising reconciliation, carefully producing donation reports and logging donor information on Salesforce.

Other roles will include supporting the Engagement team with an array of day-to-day tasks such as:

- Provide supporter care; taking and responding to supporter enquiries via phone, email or post.
- Work on securing gifts, raffle prizes and other sponsorship to elevate community events and fundraisers.
- Manage the fundraising enquiries inbox and be the first point of contact for receiving donations and giving advice on how to fundraise for Youth Music.
- Contribute to Youth Music's media channels to promote and support campaigns and events
- Update Salesforce with accurate information about all donations and fundraising activities, and support others in its training and use.

- Ensure that all fundraising processes are compliant with GDPR regulations and Fundraising Regulator practice.
- Keep up to date with trends in community fundraising, corporate fundraising and charity events.
- Attend evening events as required, including potential travel and overnight stays.
- Be proactive in identifying opportunities for learning and professional development to ensure excellence and continuous improvement.
- Represent Youth Music at events.

General

- Carrying out all such additional duties as are reasonably commensurate with the role.
- This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.
- Commitment to equality, diversity and inclusion, with good awareness of accessibility and understanding of inclusive best practice.

Person Specification

Minimum Criteria

- Two years experience of working in a fundraising/similar role.
- Experience identifying and securing new supporters and managing existing donors.
- Experience monitoring, evaluating and reporting against strategic growth plans.

Other Essential Criteria

- Community fundraising events/activities administration experience.
- Have experience in Gifts in Wills and Legacy Giving.
- Experience using Salesforce or other similar platforms.
- You'll be a great people person, able to engage with members of the public enthusiastically and empathetically.
- You'll have excellent research skills and careful attention to detail.
- You'll have a good understanding of the Fundraising Regulator and the Code of Fundraising Practice.
- You'll be a team player.
- You'll be methodical and well organised.

Desirable Criteria

- Experience in a youth or music-oriented organisation.
- Understanding of the music education and/or music industries landscape.
- Passion for music and interest in its benefits for young people and society.

How To Apply

To apply please [visit our website](#) you'll need to complete the following, sending them to: jobs@youthmusic.org.uk with the subject line '**Supporter Engagement Officer**'. Please ensure you complete:

- Application Form
- Applicant Details Form
- [Equal Opportunities Form](#) (this is an online anonymous form to complete)

We also accept video/audio applications, please follow the written application format.

We recognise that some applicants may use AI tools to assist them to complete the application form. We are keen to know what is distinctive about you. Within the Supporting Statement we encourage you to write in your own words how you meet the role criteria and why you are interested in working at Youth Music.

Deadline for applications: **5pm, Monday 5th May 2025**

We operate a two-stage interview process and send interview questions and tasks in advance of interview to shortlisted applicants.

1. Stage One: Suitable candidates will be offered an online interview (Teams) on **Tuesday 13th May 2025**.
2. Stage Two: Suitable candidates will then be invited to a second in-person interview. This will be held on **Thursday 22nd May 2025** at Youth Music's offices.

Youth Music will cover reasonable travel expenses for candidates invited to interview. Due to capacity, we will only be able to contact candidates that have been shortlisted to interview. If you have any questions about the application process or the role, please contact constance.dingri@youthmusic.org.uk.

All candidates must have the right to work in the UK.



THE NATIONAL FOUNDATION FOR YOUTH MUSIC
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REGISTERED CHARITY NUMBER: 1075032
LIMITED COMPANY NUMBER: 03750674