



Philanthropy & Events Coordinator  
Candidate Pack



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Your journey starts here...



English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.



We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.



We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

**English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.**



## Philanthropy & Events Coordinator

### SUMMARY

The Philanthropy & Events Coordinator provides day to day administrative services across all areas of fundraising – Philanthropy, Partnerships, Memberships and Events.

A key part of the role is coordinating and running a personal, concierge style ticketing service to ENO supporters, prospects, donors and stakeholders.

### Reports to

Director of Philanthropy & Partnerships

### Salary

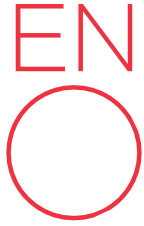
£27,000-£29,000 per annum

### Location

London Coliseum & other locations as required with some travel to Greater Manchester  
Hybrid, minimum 3 days in the office per week

### Hours

35 hours per week 10am-6pm, some evening and weekend work required



## Philanthropy & Events Coordinator

### Key Responsibilities

#### Donor and Stakeholder servicing

Be the first point of contact for all enquires to the Development Department, and:

- Deliver a personalised ticket booking service for ENO Supporters, Board Members and with outstanding customer service through the concierge phone line and inbox
- Process complimentary tickets requested by the Development Department for prospective supporters and other public affairs stakeholders
- Managing and preparing guest lists for ENO events in London and Greater Manchester including CEO and Exec invites and Box Office holds
- On opening nights and supporter events attend and to be the first point of welcome for ENO Supporters and industry guests
- On opening nights organise flowers and/or gifts for the artists from supporters
- Weekly thank you letters to ensure all donors are thanked in a timely and personal manner
- Monthly renewal of ENO Supporters managing data, reminders, renewal letters
- Ensuring all Crediting is up to date and accurately stored in donor records, on the website, in programmes and on our donor wall; taking the lead of the annual refresh
- Supporting with American Friends of ENO (AFENO) events and inbound tours



## Philanthropy & Events Coordinator

### Key Responsibilities

#### Financial Administration

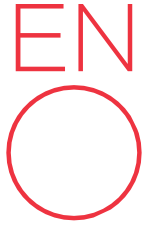
- Ensure all donations and high-value memberships are promptly and accurately processed in Spektrix, resolve any rejections or errors, and to send the appropriate thank you letter/receipt
- Ensure Gift Aid Declarations are recorded and up to date
- Take responsibility for the Department's banking procedure, ensuring that cheques are deposited in a timely manner
- Liaising with the Development Heads of Department, process purchase orders for all expenditure
- Accurately recording AFENO payments and ensuring these are up to date in Spektrix and supporting the annual grant draw down process

#### Department & CRM Administration

- Maintaining accurate records for current and prospective supporters on the CRM systems
- Running monthly reports to check for accuracy and ensuring that the relationship managers have updated the pipeline
- Oversee Department standard operating procedures, ensuring tasks are completed to deadline
- Providing the Philanthropy team with data on request – automating regular reports and bespoke requests for potential donors
- Oversight over digital marketing programmes (DotDigital) for the Development team
- Supporting Development colleagues on Development's use of Sharepoint and updating the Organisational Calendar on Sharepoint.

#### Other

- Oversee and update Development information on intranet and organisational events calendar
- Other administration support as required across the Development team



## Philanthropy & Events Coordinator

### Person Specification

#### Required:

- Someone with excellent administrative skills, confident in their use of Microsoft Office (Outlook, Word, Excel, PowerPoint and SharePoint)
- Someone confident with technology and willing to learn about ticketing and CRM Systems
- Ability to offer world-class, exceptional customer service to ENO Supporters
- Someone able to build positive relationships with internal and external stakeholders
- A dynamic individual with the ability to work independently, and yet collaboratively within the Development Department
- A supportive colleague, willing to share their skills, experience and knowledge with colleagues in the Department
- Ability to handle sensitive matters with professionalism and confidentiality, whilst responding to a fast-paced work environment and tight deadlines
- Committed to their own professional development, and willing to develop their knowledge, skills and experience
- Someone excited about the prospect of working at an innovative company, with accessibility at the heart of everything we do

#### Desirable:

- Experience working in the arts or creative sector
- Experience of using Spektrix

At the ENO, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

### Your Wellbeing

- **Annual Leave:** 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Spectrum.Life:
  - Confidential support available 24/7, 365 days a year for employees
  - Virtual GP & digital physio
  - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise



### Seeing Our Performances

- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events



### Managing Money

- Salary Sacrifice pension scheme with Natwest Cushon
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Pebble



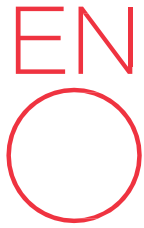
### Your Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals



**“The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage, Prompt or the Flies - every day is different and exciting!”**

*Please note that some of these extras vary depending on contract type or duration.*



## Philanthropy & Events Coordinator

### To Apply

You can apply for this role on our careers site.

We'll ask you for:

- A copy of your CV
- A cover letter

Due to the high volume of applications we receive, we are only able to provide individual feedback to candidates who progress beyond the initial application stage.

#### Application Deadline

5pm, Sunday 19 July 2026

#### 1<sup>st</sup> Stage

w/c 20 & w/c 27 July 2026

Shortlisted applicants will be invited to respond virtually to two interview questions.

#### 2<sup>nd</sup> Stage

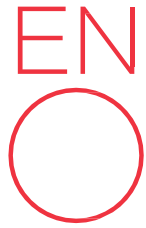
w/c 10 August 2026

Interviews at the London Coliseum.



We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email [workwithus@eno.org](mailto:workwithus@eno.org)

Applications



## Backstage Secrets to Success

### Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

### Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

### Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

### Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

### Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

### Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

### Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

### In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

### Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on [workwithus@eno.org](mailto:workwithus@eno.org) so that we can ensure that the stage is ready for your performance.



### Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

### Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

### Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

### Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

### Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.

ENO



English National Opera is a charitable company limited by guarantee incorporated in England and Wales (Company number 00426792). Charity Registered Number 257210



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ENGLAND**