

# Candidate Pack: Senior Manager – Philanthropy and Membership

**Location:** Hybrid, with 2-3 days in Glasgow Head Office (G2 4PT)

**Salary:** £37,000 - £42,000 per annum

**Hours:** Full time – 35 hours per week

**Closing date:** Midnight Monday 12<sup>th</sup> January 2026



# Welcome from Isla Campbell Lupton, Director of Development at Scottish Opera

Thank you for your interest in joining Scottish Opera as our Senior Manager – Philanthropy & Membership (FTC - Maternity Cover). Internally this role is called Head of Individual Giving.

At Scottish Opera, our mission is to share the power and joy of opera with as many people as possible - from grand stage productions to community projects and education programmes that inspire the next generation. None of this would be possible without the generosity and enthusiasm of our supporters.

This role is a key member of our Development team, leading a dedicated team to deliver exceptional supporter experiences and ensuring that everyone who chooses to support us feels part of something special. It's a varied, rewarding role and one that combines creativity with strategy, relationship-building with storytelling. No two days are ever quite the same.

You'll be joining a warm and collaborative organisation where everyone, on stage and off, works together to make world-class opera accessible to all.

If you're passionate about the arts, love connecting with people, and want to make a tangible difference, we'd be delighted to hear from you.

*Isla Campbell Lupton*



# Background on Scottish Opera

**Scottish Opera's mission is to entertain, inspire, surprise, educate, challenge, and delight audiences by delivering high quality, powerful, innovative opera throughout Scotland and internationally.**

Scottish Opera is Scotland's national opera company and the largest performing arts organisation in Scotland. The Company was founded in 1962 by Sir Alexander Gibson "to lay the treasures of opera at the feet of the people of Scotland". The current season marks its 63rd Anniversary.

The Company's productions have won worldwide critical acclaim. Performances range from the earliest operas to world premieres. All mainstage performances, regardless of language, are supertitled. Access (Dementia Friendly) and audio described performances further widen accessibility to opera. Scottish Opera provides free tickets to asylum seekers, refugees, and school groups and discounted tickets to those under the age of 26. Small-scale tours travel to every corner of the country. Education and Outreach programmes (run by the longest-standing department of its kind in Europe) make opera accessible to all ages, social backgrounds, and abilities, developing personal creativity, interest in opera, and wellbeing.

Scottish Opera is one of five National Performing Companies part funded by the Scottish Government. Government funding increased slightly ahead of this current Season. Fundraising plays an important role in securing income and support from individuals, trusts, and the private sector, alongside income from ticket sales, production hire, and manufacturing.





# Our mission and values

## Our Company mission

By speaking powerfully through all of our work, to entertain, inspire, surprise, educate, challenge and delight audiences old and new in delivering high quality opera throughout Scotland, the rest of the UK, and internationally.

## Our values

Every day we aim to:

- **Achieve excellence in everything:** rigorous, discerning, astute, demanding
- **Build strong partnerships:** imaginative, collaborative, confident, smart, transparent, inclusive
- **Reach beyond the comfort zone:** courageous, curious, adventurous, leadership
- **Work as a team:** ambitious, energetic, coherent, respectful, trust, integrity



## Context

- A National Performing Company funded directly by the Scottish Government and the only full-time, professional opera company in Scotland
- Scottish Opera attracts significant support from individuals, trusts, and the private sector alongside earned income from ticket sales, production hire, transport, and manufacturing
- Our artistic frame places existing audience favourites next to surprising, less familiar works and new commissions
- The Company regularly gives full-length, fully-staged opera performances and concerts in Glasgow, Edinburgh, Aberdeen and Inverness. It tours to all four corners of the country – from Lerwick and the Western Isles, to Stranraer and Kelso, and everywhere in between
- Scottish Opera contributes significantly to Scotland's cultural ecology, retaining artists, creatives, artisans, and other performance-related professionals in Scotland through employment and training opportunities
- The Company's extensive, integrated Outreach and Education programme is for people of all ages, social backgrounds and abilities, contributing to the development of individuals' personal creativity, interest in opera and health & wellbeing
- Continually dedicated to the support and development of young artists, creatives and artisans

# Background on the Senior Manager – Philanthropy & Membership role

## Why is this role vacant?

The current post holder has been at Scottish Opera for many years and is heading on Maternity Leave in January 2026 so this FTC will cover that period.

Internally this role is called Head of Individual Giving, we have reframed it for external recruitment so it is clear that the role has a wider remit than solely regular givers.



## The team

The post holder directly line manages the following roles:

- Legacy and Planned Giving Manager
- Donor Development Manager
- Individual Giving Manager
- Fundraising Support Officer

This team sits within the Fundraising function, led by the Director of Development, who also line manages:

- Trust Fundraising Manager
- Events Manager
- Data Manager



The team are in a positive place with investment in fundraising across the past year, including increased remit and responsibility for the Legacy and Planned Giving Manager role, and bringing the Donor Development Manager role into the organisation to support with developing new supporter relationships. Further investment in resource to support corporate partnership income is likely in 2026.

## Key relationships

Internally:

- Director of Development
- Fundraising Department
- Marketing & Press Department
- General Director

Externally:

- Individual donors
- Artistic staff as required





## Income expectations

Most of the fundraising target income circa £1.1-1.2 million pa sits with this role and the specialist managers this post line manages.

Regular gifts, from Scottish Opera Friends and Patrons and one-off donors are on track to deliver circa £1.2 million this year. The team are on track to hit or exceed target, so this is a good time to join, with the team enjoying fundraising success and laying solid foundations for next FY. (FY runs April – March)

## Areas of potential

### New projects to explore

The fundraising strategy has highlighted a number of exciting projects that funding can be sought for, such as expanding membership groups into both a London-focussed group, and an Italian Opera focused group. A test event has already taken place for the London-focussed group, and a further event is planned for early 2027.

The organisation knows there is strong potential to engage Scottish based supporters of Italian Opera too, so there is work to be done to package these new engagement products into fundable asks.

There is a lot of potential within the strategy, but also pragmatism – Scottish Opera know they have to prioritise so there is support in place to prioritise the lower hanging fruit.



### Legacy marketing

There is much scope to explore the legacy marketing currently undertaken, spot areas to improve it, what it looks like and how asks are made. This could be a fantastic development area for a candidate who hasn't had much exposure to legacy income previously, looking to add strings to their bow.

### Internal buy in for Fundraising

There is a real team-wide approach to fundraising, with understanding coming from the very top, the General Director, that fundraising is everyone's responsibility. Both the General Director and the Head of Music are regularly involved in spotting opportunities, making asks and generally supporting fundraising activity. There is a broad understanding across the wider organisation that fundraising



success is integral to the wider success of Scottish Opera as a whole. Of course, there are still ways the staff base can understand and support fundraising activity at an even deeper level, but the culture is very much in place to undertake that work with positive results.



### **Areas of challenge**

#### Scale of potential

There is great variety at Scottish Opera, and an exciting, jam-packed calendar. There are many areas of potential to engage donors with at Scottish Opera. The main challenge is to juggle BAU alongside launching and managing new products and offers. Balancing and juggling priorities is a crucial skill for all successful fundraisers, and this role is no different.

Otherwise, there are no expected challenges on the horizon for this fixed-term contract period. The organisation is in a positive period, the team is in a stable place and lots of exciting opportunities to tap into.



# Job Description: Senior Manager – Philanthropy & Membership

To support Scottish Opera in achieving its objectives by leading the company's individual and major gift fundraising programme. The Company's target is to raise over £1,000,000 from this source each financial year, from a combination of established major donors, annual giving circles and new sources.

The post holder will, in conjunction with the Director of Development, set Scottish Opera's Individual Giving strategy and will personally solicit gifts and steward key donors, whilst supporting and overseeing the work of the Individual Giving team.



## Key Responsibilities:

- With the support of the Director of Development, to plan and implement Scottish Opera's individual fundraising programme, including major gifts, annual giving, legacy giving and appeals
- In collaboration with the Director of Development, to develop appropriate cases for support for the areas of Scottish Opera's work
- To oversee Scottish Opera's giving circles, ensuring that the nature, income, communications and level of giving remain appropriate over time
- To grow our pool of donors by retaining current supporters whilst engaging new givers at all levels, ensuring each individual has a positive experience as a Scottish Opera supporter
- To line manage and support the work and personal development of Individual Giving staff, ensuring Individual Giving team targets are achieved
- Working closely with the Director of Development, to develop relationships with significant prospects and donors and to make face to face major gift asks as appropriate
- With the support of the Events Manager and other colleagues, to plan and deliver outstanding stewardship to our donors at all levels
- To work with colleagues to plan and deliver online and in-person events and experiences, at individual and group level, both to promote the Company to prospects and to steward donors to develop and oversee a fresh, interesting and engaging annual programme of communication with donors and prospects, strengthening relationships and building increased engagement



with donors

- To work with the Data Manager and other colleagues to identify individual giving prospects and to plan and deliver appropriate activity to achieve their conversion to donors
- To ensure all fundraisers have clear prospect lists and target gifts
- In collaboration with the Data Manager, to ensure exemplary donor data management and hygiene
- To provide analysis and insight into supporter and prospect data, using this to inform work on future strategy and prospecting
- To provide regular, accurate financial reporting and maintain flawless financial records
- To maintain an up-to-date knowledge of VAT, Gift Aid, data protection and any other necessary regulations, to ensure Scottish Opera is compliant and financially efficient
- To oversee the smooth and efficient processing of gifts, event bookings and other interactions with donors, ensuring appropriate data management at all stages
- To work with colleagues in the marketing team to ensure integration of fundraising and marketing messaging and cycles as appropriate
- To be an ambassador for the organisation, working with stakeholders from donors and prospects to artists and other arts organisations
- To work with colleagues across Scottish Opera, building positive relationships and maintaining information flow between departments
- To attend performances and events as may be necessary to ensure a Fundraising presence for donors or to cultivate donor relationships



# Person Specification: Senior Manager – Philanthropy & Membership

|                  | Person Specification  |
|------------------|---|
| <b>Essential</b> | <ul style="list-style-type: none"> <li>• Demonstrable direct experience in fundraising across any of major donor/philanthropy, individual giving/membership, or legacies and delivering income success</li> <li>• Experience in developing and delivering income and expenditure budgets, including risk mitigation and contingency planning. Including the ability to understand, analyse, manage and accurately report on financial information for a range of audiences.</li> <li>• Interpersonal, influencing and relationship-management skills that demonstrate confidence and capability in building effective relationships across all levels, including internal and senior stakeholders, potential funders, existing funder and others.</li> <li>• Creative thinker, with the ability to identify new opportunities, or opportunities to improve existing products or activities to further enhance supporter experience, generate income or reduce inefficiencies.</li> <li>• Competent in using Microsoft Office and comfortable with basic use of digital platforms and social media for fundraising and communications.</li> <li>• High level of attention to detail</li> <li>• Experience of motivating and managing others</li> <li>• Proactive and enthusiastic team player</li> <li>• Knowledge of fundraising good practice across the charity sector, and relevant legislation e.g. Fundraising Code of Practise, GDPR etc</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Knowledge of Spektrix (CRM)</li> <li>• Specific demonstrable experience in major donor/philanthropy fundraising, with a track record of developing and making asks, generating major gifts and developing prospects towards higher giving levels</li> <li>• An interest in the performing arts and an understanding of an arts environment</li> </ul>  |

# Benefits & life at Scottish Opera

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|----------------------------|---|
| Salary                     | <p>Salary band is circa £37,000 - £42,000 per annum, full time 35 hours per week</p> <p>Candidates will be appointed along the scale based on level of experience and performance at interview.</p>   |
| Location and travel        | <p>This post requires hybrid working from Scottish Opera's offices in central Glasgow. The standard hybrid arrangement is 3 days working from the office per week, but there is flexibility as this is a FTC.</p> <p>The ability to also meet supporters at other locations is also required.</p>   |
| Annual leave               | <p>35 days annual leave per year inclusive of Bank Holidays.</p>  |
| Hours and flexible working | <p>Typical hours are 9.30am - 5.30pm with an hour's lunch break.</p>  |
| Pension                    | <p>You will be automatically enrolled into a qualifying workplace pension scheme (QWPS). You will contribute 4% of your salary, the Company contributes 8%.</p>   |
| Other                      | <ul style="list-style-type: none"><li>• Free tickets to Scottish Opera dress rehearsals and discounted performance tickets</li><li>• Enhanced sick pay and parental leave policies</li><li>• Cycle to Work scheme</li><li>• Perkbox</li><li>• Employee Assistance Programme</li><li>• Health Cash Plan</li></ul> <p>Scottish Opera are working towards Silver accreditation for National Centre of Diversity.</p> |

If you have questions about the benefit package, or if there are policies you would value seeing before continuing in the selection process, please do reach out via [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org) and we will be happy to find out the information you need.



# Equality, Diversity and Inclusion

At Scottish Opera, our mission is to speak powerfully through all our work in order to entertain, inspire, surprise, challenge and delight audiences throughout Scotland, the rest of the UK and internationally. We know that having a diverse workforce is essential if we are going to deliver our mission.

We are committed to promoting equality and ensuring that no one is denied opportunities or discriminated against through prejudice or exclusion due to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We particularly encourage applications from people that are under-represented in the Performing Arts and at Scottish Opera including those from black, Asian and minority ethnic backgrounds and disabled people. We have supportive working practices and work towards providing wherever possible a working environment that is inclusive and accessible for those with caring responsibilities.

This diversity of thought paired with a culture of inclusion is vital for us to continue to create work that is for everyone. This makes Scottish Opera a great place to work, where people are valued for who they are.

We are committed to treating all applicants fairly and equally.

If there is anything THINK Recruitment can do to make any reasonable adjustments to ensure you can engage fully in the selection process, please contact Jo McGuinness at [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org) for a confidential discussion.



# How to apply

To express interest in this role, please email [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org) with a copy of your CV.

Our recruitment manager will have a conversation with all credible applicants prior to shortlisting. Please ensure you get in touch with enough time to have an initial call and receive the screening questions ahead of the role closing.

Rather than requesting candidates submit a supporting statement or cover letter, we will provide interested candidates with screening questions to answer ahead of the role closing.

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|---|---|
| <b>Screening calls with THINK Recruitment</b> | Friday 19 <sup>th</sup> December – Monday 12 <sup>th</sup> January  |
| <b>Closing date</b>                           | Midnight Monday 12 <sup>th</sup> January 2026                       |
| <b>Invites to interview out to candidates</b> | By EOD Wednesday 14 <sup>th</sup> January 2026                      |
| <b>Interviews (in person)</b>                 | Tuesday 20 <sup>th</sup> or Wednesday 21 <sup>st</sup> January 2026 |
| <b>Decision by</b>                            | EOD Friday 23 <sup>rd</sup> January 2026                            |

Everything will be done to keep the selection process to one stage. At point of invite candidates will be provided with further information to support with preparation.



If there are any reasonable adjustments THINK Recruitment can make to ensure ease of participation in the selection process, please do get in touch. All discussions are confidential.

Thank you for your interest, please do get in touch if you have any questions.

**Jo McGuinness**  
Senior Recruitment Manager / [recruitment@thinkcs.org](mailto:recruitment@thinkcs.org)

# THINK Recruitment

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