

Development & Communications Assistant



Sinfonia Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra – Southbank Sinfonia, and the venue – St John’s Smith Square. Now one organisation, with a unified management structure, Sinfonia Smith Square is a dynamic beacon for classical music with blazing young talent at its heart, located in its home at Smith Square Hall.

At our heart: an ambitious Fellowship programme to develop the musical careers of some of the brightest emerging talent. At our home: exceptional performances by established world-class artists and immersive music experiences.

Sinfonia Smith Square Fellowship Programme

Sinfonia Smith Square is a beacon for the future of classical music. Every year we welcome 34 talented musicians to form an orchestra. Through world-class collaborations, bold programming, and educational leadership projects, the programme intensifies their professional development and advances their musical careers.

With over 650 alumni, our musicians go on to become leaders in the classical music world. Many continue to play a valued role in Sinfonia Smith Square, returning to coach the musicians and perform as paid extras.

Smith Square Hall

We have been welcoming musicians and music lovers to Smith Square Hall since 1969. Set just a few hundred metres from the Houses of Parliament, our home is a Grade I listed 18th-century Baroque masterpiece—a unique and stunning concert venue hosting a year-round programme

of public and private orchestral concerts, festivals, filming, workshops, family events, jazz performances, and private functions, bringing the joy of music to ever-wider audiences.

Smith Square Hall is not just a concert hall – it is the foundation for our future. Over the next few years, we will be undertaking a restoration that will create and improve welcoming and accessible spaces for world-class artists, performers, and our orchestra. We will partner with cultural institutions, championing music, theatre, dance, art, literature, and current affairs,

Role overview

The **Development & Communications Assistant** plays a crucial role within the Sinfonia Smith Square team, ensuring that our supporters and audiences are at the heart of all that we do and that we never lose the personal touch. As a public facing team, we enjoy getting to know our audiences and spending time with our supporters, keeping them up to date with all that is going on in our diverse programme. Whether in person at concerts and member events, or via our printed materials and digital media channels, we work hard to provide a window into the organisation and its activities both on and off the stage, helping our audiences to feel connected and involved in everything we do. We also work with Fellowship musicians to help them to develop important promotional and fundraising skills so vital to their own future careers.

Since our rebrand in 2024, the organisation has entered an exciting period of change and growth, and it is essential that we take our audiences on this journey with us. Taking on this role, you will play a key part in shaping our next chapter. We are looking for a confident communicator, with strong writing skills, keen attention to detail and a diligent, accurate approach. Most importantly, you should bring an open and enthusiastic attitude, ready to embrace the many opportunities that come with being part of the Development and Communications team.

You will divide your time between supporting the Development and Fundraising team and the Marketing and Communications team. Alongside these core responsibilities, you will also provide weekly support to our Box Office and Venue teams. You will be part of a dedicated, collaborative and supportive staff team with opportunities for personal and professional development. We are proud to provide a springboard into the profession, not just for the musicians on our programme but also for the staff team that make it all happen. In this role you will develop a wide range of skills, take ownership of key responsibilities, and have a valued voice within the organisation.

Team & Line Management

Reports to: Head of Membership & Events / Marketing and Communications Manager (shared line management)

Responsible for: The post has no line management responsibilities

Works with: Development Director, Head of Philanthropy, Trusts & Foundations Manager, Head of Audiences and Communications, Box Office and Data Manager, Deputy Box Office and Data Manager Venue Manager, Front of House Staff

Key Responsibilities

This is a wide-ranging role working across the entire breadth of the organisation. Your responsibilities will be varied, including:

Development:

- Designing all promotional print and digital material for the Development Team including Fundraising flyers and posters
- Creating and distributing regular newsletters to supporters via **Dotdigital**
- Ensuring that supporters are credited correctly in promotional materials (in print and on our website) and that a positive case for support is always presented
- Working with the Head of Memberships & Events to help shape and build our growing Friends Membership, including processing membership renewals and encouraging supporters to higher levels of giving
- Maintaining accurate departmental records for donors and donations on our fundraising database **Spektrix** as well as filing and recording data and materials in accordance with general data protection regulation
- Working with the Finance Team to:
 - make sure all fundraising income is reconciled and recorded on our database Spektrix
 - ensure every donation is thanked by the appropriate member of the team
 - generate monthly Gift Aid claims and ensure gift aid declarations are kept accurate and up to date
- Working with the Head of Philanthropy and the rest of the development team to deliver effective fundraising campaigns across the season for different projects, including designing engaging campaign material
- Assisting with the preparation, delivery and follow-up of a wide range of supporter events and concerts across our annual programme including attendance at the annual Anghiari Festival in Italy
- Other research and general assistance to members of the Development Team as needed, including gathering figures and reports for partners and prospect research.

Communications:

- Curating, updating and maintaining the Sinfonia Smith Square website using **WordPress**, ensuring all content is accurate and consistently reflects our brand.
- Working alongside the Marketing and Communications Manager to develop, create, and deliver engaging digital content across all our social media platforms.
- Helping to create and distribute email marketing campaigns to supporters, subscribers, and audiences via **Dotdigital**.
- Designing eye-catching posters for our events, for both internal and external display around the venue, making sure they are always up to date.
- Researching target groups and organisations to help us reach new audiences and maximise ticket sales.
- Supporting the design, copywriting, and proofreading of printed marketing materials, including season brochures, festival programmes, and flyers.
- Coordinating and producing freesheets for Sinfonia concerts and occasionally other events as needed, including writing programme notes when necessary.

- Working with colleagues in the Box Office to grow and deliver the U30s scheme, producing monthly member email newsletters.
- Ensuring all concert listings are kept updated on third-party sites e.g., Bachtrack
- Monitoring the Sinfonia Smith Square marketing@ inbox, acting as the point of contact for general enquiries, and forwarding emails to colleagues, as necessary.
- Liaising with external hirers and promoters to coordinate marketing assets and marketing support requests.
- Promoting concerts, events, and Sinfonia Smith Square's Fellowship programme to universities, conservatoires, and other relevant targeted groups.
- Liaising with colleagues to connect with Sinfonia Smith Square alumni and working to keep them updated and engaged.
- Always acting as a brand ambassador, collaborating with colleagues across the organisation to help to make sure our messaging is clear, consistent, and always reflects our brand.

Box Office Support (one day a week):

- Processing ticket sales via telephone and in person, and supporting customers making online bookings, using the box office ticketing system, **Spektrix**.
- Answering and processing calls efficiently, passing on and following up with other staff members as needed.
- Responding promptly and politely to email enquiries to the boxoffice@ inbox or passing on as necessary.
- Providing a confident, friendly, and inclusive welcome to all visitors to Smith Square Hall.

Venue and Event Management (one day per week):

- Act as the Duty Manager for an event, concert, or rehearsal one per day week, overseeing the smooth and safe running of all events and activities within the venue.
- Coordinate Front of House, technical, café/bar, security, and cleaning teams to ensure high-quality service for artists, clients and audiences.
- Respond to any and all operational issues, incidents, or last-minute changes, using sound judgement and established procedures.
- Ensure all health and safety, licensing and operational procedures are followed throughout the building and during live events.

General:

- Attending regular department meetings, team meetings, and other meetings as required.
- Providing a front-of-house presence and acting as an advocate for the organisation at performances and events.
- Working collaboratively across the organisation, providing general assistance to other members of the Development and Communications teams and assuming other tasks within the scope and responsibility of the role as required.
- Always act in the best interests of Sinfonia Smith Square.

Person Specification

Sinfonia Smith Square is able to achieve all it does thanks to a dedicated, collaborative, hard-working team. Within this, each colleague plays a singular role, vital to the organisation. We are looking for someone who is, first and foremost, excited and inspired by our work.

This role presents an excellent opportunity for someone at the start of their career in the arts. It offers hands-on experience within a vibrant and dynamic arts organisation, along with the chance to develop valuable skills across a range of platforms, including Spektrix, WordPress, Dotdigital, Adobe InDesign, and Photoshop. You should be prepared to work in a busy environment with a willingness and ability to complete your tasks with efficiency.

We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities above. There are, however, a number of skills and qualities we are looking for:

- Great organisational skills and a good eye for detail
- Strong verbal and written communication skills and a good degree of numeracy
- Strong IT literacy with good working knowledge of all Microsoft Office applications
- Confidence and sensitivity in communicating with diverse audiences, in person and in writing across a range of media
- Ability to manage and prioritise a diverse and fast-moving workload, anticipating and meeting deadlines as required
- Strong understanding of social media, ideally with some experience of using key platforms (Facebook, X, Instagram, YouTube)
- Interest or background in classical music / the performing arts and in working with young people
- A good team player, with the ability and willingness to work weekends and evenings as appropriate (for which a time off in lieu policy is in place)

Terms of employment

- The role of Development and Communications Assistant is offered as a fixed-term contract of two years on a full-time basis, 35 hours per week, with TOIL scheme for additional hours.
- Regular hours of work are Monday to Friday, 9.30am – 5.30pm, although flexibility will be required when overseeing evening and weekend events.
- Annual leave is 25 days plus statutory bank holiday.
- Salary: **£26,000 per annum**. Sinfonia Smith Square operates an occupational pension scheme via NEST.
- Sinfonia Smith Square's base and offices are at Smith Square Hall, London, SW1P 3HA, with additional office space at 4 Millbank, London, SW1P 3JA.
- The notice period is 2 months, following a 6-month probation period.

- There is a 20% discount in the Footstool Cafe and Bar at Smith Square Hall for staff members, and all staff are eligible for two complimentary tickets for all Sinfonia Smith Square Fellowship concerts that take place at Smith Square Hall.

Equal opportunities

As an equal opportunities' employer, Sinfonia Smith Square is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace, and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply for this position. We aim to operate an inclusive recruitment process; applications will be anonymised before being passed to the shortlisting panel. If you have any particular requirements, please let us know at any point during the process.

How to apply

The closing date for applications is midday on **Friday 4 July**. To apply, you should email an application form and equal opportunities monitoring form (available on our website) to **Imogen Retey** (imogen@sinfoniasmithsquare.org.uk) by the closing date. Please note that late or incomplete applications cannot be accepted.

Interviews for shortlisted candidates will take place the week beginning **Monday 7 July**.

Please indicate in your application if you have any availability issues that week.

If you would like to find out more about the role or would value an informal conversation about how it may suit you at this stage in your career, we would be very happy to hear from you. Please contact Danielle Robson-Lodge, Head of Memberships & Events

danielle@sinfoniasmithsquare.org.uk

If you do not live or work in Greater London, Sinfonia Smith Square may contribute to travel expenses incurred in attending interviews provided this is requested and agreed in advance. In exceptional circumstances, initial interviews may be conducted by Microsoft Teams or Zoom. If you are invited for an interview and would like to claim travel expenses, please mention this when your interview is being arranged. Please note that such a request will have no impact on the decision to invite you to interview.