

Employment Opportunity

Senior Development Officer, Stewardship – Development Department

About the TSO

For over a century, the **Toronto Symphony Orchestra (TSO)** has played a fundamental role in shaping and celebrating Canadian culture. Now in our 102nd year, the TSO's commitment to musical excellence and ability to spark connection remain as strong as ever. With a storied history of acclaimed concerts and recordings, Canadian and international tours, and impactful community partnerships, we are dedicated to engaging and enriching local and national communities through vibrant musical experiences.

Music Director Gustavo Gimeno brings an expansive artistic vision, intellectual curiosity, and sense of adventure to programming the 93-musician Orchestra that serves Toronto—one of the world's most diverse cities. The TSO performs over 100 concerts annually, offering a variety of programming from the classical to music composed in our time.

Music has the power to heal, inspire, and connect people from all walks of life. The TSO is privileged to also engage audiences of all ages through an array of education, community access and health and wellness initiatives, primarily funded by philanthropy.

Join us for a [concert at Roy Thomson Hall](#), or [experience the TSO in your neighbourhood](#). Visit [TSO.CA](#) or [newsroom.tso.ca](#).

About the Opportunity

Title: Senior Development Officer, Stewardship

Reports To: Senior Director, Philanthropy

Status: Permanent Full-time

Compensation: \$65,000 - \$75,000 competitive benefits and vacation

Position Summary:

- The Senior Development Officer, Stewardship is committed to creating an exceptional donor experience for the TSO's Music Director's Circle (\$20,000+) donors, leading to high retention and increased giving.

Major Duties and Responsibilities:

Donor Stewardship:

- Lead all aspects of major donor stewardship at the TSO, establishing best practice through policies and processes across the organization in collaboration with the Chief Development Officer, AVP Development, and Senior Director, Philanthropy
- Identify, anticipate, and create unique opportunities to enhance the donor experience
- In collaboration where applicable with the donor's relationship manager, develop and execute individualized stewardship plans for all major gift donors (individuals corporate and foundation donors giving \$20,000+ annually)
- Liaise with various TSO teams to collect content and impact metrics related to donor-funded programs
- Develop and prepare insightful and donor-centric stewardship reports
- Contribute to TSO donor publications, including *Noteworthy*, to share donor stories with our broader audience
- Manage and track donor recognition and naming opportunities for major gift, corporate and foundation donors (including house programs, annual report, TSO donor wall, etc.)
- Manage fulfillment activities including gift agreements, pledge forms, mailings, personalized thank you letters, and tax receipts
- Coordinate personalized stewardship events with donors in collaboration with Associate Director, Events & Special Projects
- Liaise with the artistic team to arrange meetings, backstage access, rehearsal access, and other coordinated experiences with orchestra, guest artists/conductors, or other key artistic personnel for major donors

Portfolio management:

- Manage a portfolio of established major gift donors and deliver an exceptional donor experience to solicit and retain donor support and increase donor affinity
- Prepare proposals, backgrounders, and budgets for cultivation and solicitation
- Maintain detailed records in the fundraising database Tessitura

Department Support:

- Occasional writing duties as required by colleagues in the Development Department
- Support the overall work of the Development Department through hosting donors at concerts
- Keeping donor records up to date in the TSO's donor database Tessitura
- Other duties as assigned

Nature and Scope of Responsibility:

- Possible support, training, and supervision of interns or field placement students in the fields of fundraising or arts administration
- Works closely with the Philanthropy team to create meaningful and impactful donor engagement strategies and tailored recognition for donors, with a goal to build closer and more connected donor relationships to the TSO.

- NOTE: This role is for an individual who cares about philanthropy and creating meaningful experiences that further engage donors with the art of a symphony orchestra. The ideal candidate requires an understanding of major gift fundraising, thoughtfulness and a sincere interest in furthering the work of the Toronto Symphony Orchestra.

Experience & Qualifications:

- Minimum of five years of fundraising experience in a non-profit organization, direct experience with stewardship considered an asset
- Ability to understand, develop and sustain resilient and dynamic relationships with donors, colleagues, and senior management
- Exceptional writing skills: able to determine the most important information to share with supporters and the most compelling way to tell a story
- Demonstrated ability to meet deadlines and problem-solve with a high degree of initiative and independence
- Self-motivated and putting in place systems/processes to keep on top of deadlines etc.
- Excellent administrative skills and outstanding attention to detail
- Demonstrated ability to work effectively in a collaborative team culture
- High level of maturity, professional ethics, and personal integrity
- Understanding of fundraising policies, principles, and best practice
- Knowledge of fundraising databases (Tessitura or similar)
- Interest in and knowledge of orchestral music an asset

How to Apply:

Please go to the TSO website www.tso.ca/employment and refer to the job posting. Candidates must click on the Apply Button to provide TSO with your cover letter and resumé. TSO will accept candidate submissions until 5:00 pm Monday, February 10, 2025.

While the TSO thanks all applicants for their interest, only those applicants selected for an interview will be contacted.

The Toronto Symphony Orchestra is committed to having a workforce that is reflective of the diversity of the City of Toronto and strongly encourages applications from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

The TSO is committed to providing accommodations for people with disabilities. If you require accommodation, the TSO will work with you to meet your needs.

Working Conditions/Physical Demands:

- Typical office environment, though some activity takes place at rehearsals, concerts, and special events. The employee will be required to perform the essential functions of the job during some evening and weekend concerts and/or events. The majority of the TSO's concerts take place in Roy Thomson Hall. Donor events may take place in event facilities, restaurants, and private homes.
- Hybrid work environment - opportunity to work remotely as well as in the office.



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- Long periods (more than one hour) of sitting and typing at desk and on screen
- Long periods (more than one hour) of standing during events and concert duty

The TSO requires all employees to provide proof of fully-vaccinated status, with vaccines approved by Health Canada. A person is considered fully-vaccinated if they have completed the required regime for a COVID-19 vaccine and 14 days have passed since their final dose.