

# JOB DESCRIPTION

<b>Job Title</b>	Alumni Service Assistant		
<b>Reports to</b>	Alumni Engagement Manager		
<b>Department</b>	Advancement		
<b>Job Family</b>	<b>Relationship</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

London Business School is a highly respected international business school, comprising of a community of celebrated faculty, students, alumni and colleagues.

The Advancement team is engaged in developing life-long relationships with our students and alumni and delivering fundraising activities to support London Business School's ambitious growth and to maintain its position in the premier league of business schools.

In 2016 the School closed a highly successful comprehensive fundraising campaign two years early, having surpassed its original target of £100m by more than 25%. Building on the success of this campaign, we are now preparing to launch our next school-wide fundraising campaign, with an aim of raising significant funds in support of our world-class faculty, research, learning facilities and diverse student community.

## Job Purpose

As a central member of the Alumni Engagement team, the post holder will be the first point of contact for all alumni. You will provide outstanding customer service over the phone and via email, liaising with colleagues across the department and School as needed. You will also provide support to key activities across the Alumni Engagement and wider Advancement team, including flagship events, volunteering and the administration associated with the Alumni Council. Your role will directly help grow alumni engagement and feelings of pride and belonging, which are so crucial to successful fundraising.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Customer Service**

- Act as the first point of contact across the School for alumni enquiries, ensuring queries are dealt with promptly and alumni needs are anticipated, and in such a way as to grow life-long engagement with the School.
- Build relationships with key colleagues across the team and School so as to be able to provide the best possible customer service to alumni
- Escalate more complex customer queries to the Alumni Engagement Manager, making recommendations as to the course of action.
- Track customer service interactions to enable long-term improvements to customer service and the alumni journey.

#### **Collaboration and Support**

- Work collaboratively with colleagues to help deliver outstanding customer service, team objectives and to meet or exceed targets and metrics.
- Act as a point of referral for colleagues across the School in matters relating to alumni and the alumni experience.

#### **Project Management**

- Provide support to alumni flagship event projects (eg. monitoring event registrations, ensuring meeting actions are completed, uploading content to platforms), playing an active role on project team(s).
- Take the lead on defined project activities.

#### **Administration**

- Accurately update alumni details eg. Email addresses to School databases.
- Upload the details of events open to alumni to School website and alumni platform
- Support the Alumni Engagement Manager with the administration of the Alumni Council, eg. Meeting logistic support, maintaining and updating spreadsheets.
- Manage the booking of the Alumni Boardroom for alumni

- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Any other tasks as reasonably requested by the line manager

### **Analysis and Reporting**

- Source, organize and upload data and monitor databases and platforms (eg. The Raiser's Edge, Schooldb and LBS Hub) to ensure accurate recording against metrics to be used in the measurement of team performance (eg. recording of alumni volunteer activities).
- Draw on information from databases to produce standard reports to support decision making within the department.

### **Financial Management**

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

### **Process Improvement**

- Keep up-to-date with relevant London Business School offerings and make suggestions for improvements to the alumni experience based on alumni and colleague feedback.
- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

### **KPIs:**

- All correspondence is timely, polite and demonstrates empathy. Communication is consistent with Advancement and the School's values.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Up-to-date diary management.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers and alumni.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

--

### **Knowledge/Qualifications/Skills/Experience required**

- Excellent customer service skills and experience. Ability to empathise with customers' concerns.
- Excellent communication skills and the ability to build relationships and address a variety of stakeholders.
- Excellent written and spoken English and outstanding attention to detail.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Proactive approach to relationship development with colleagues and stakeholders.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.

### **Resources including team management**

**Alumni**

**Advancement**

**Staff (particularly in Degree Education, Accounts, Operations and Marketing and Communications)**

<b>Staff</b>	n/a
<b>Budgets</b>	n/a
<b>Date Updated</b>	10/10/2022