# JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Associate Director, Operations and Donor Relations</th>
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<tbody>
<tr>
<td><strong>Reports to</strong></td>
<td>Executive Director, Operations and Donor Relations</td>
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<tr>
<td><strong>Department</strong></td>
<td>Advancement</td>
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<tr>
<td><strong>Job Family</strong></td>
<td>Business Services</td>
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## 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

Advancement is formed of the Alumni Engagement, Giving, and Operations & Donor Relations teams under the leadership of the Associate Dean, Advancement.

The alumni community links more than 47,000 alumni in more than 130 countries. The School provides alumni with a range of services including access to an extensive range of online services including library databases and contact information for alumni, students and faculty via LBSHub. Alumni interests are represented by the Alumni Council made up of 25 elected alumni together with five representatives of the School.

The Giving team raises the philanthropic funds needed to support the School’s ambitious growth and to secure its position in the premier league of business schools. It works closely with the Dean, faculty, alumni, friends, corporates, foundations and others to secure funds needed to support faculty chairs, research initiatives, scholarships, innovation and campus development.

The Operations and Donor Relations team sit at the heart of the Advancement department, providing all of the central services required to deliver our friend and fundraising strategies. Under the leadership of the Executive Director of Operations...
and Donor Relations the team, manage financial performance, business planning, data and systems, prospect research, online capabilities, donor stewardship activities, strategic events and business policies and procedures.

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<tr>
<th>Key Areas of accountability and Key Performance Indicators (KPIs)</th>
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<td><strong>Key areas of accountability:</strong></td>
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<tr>
<td><strong>Strategy and Planning</strong></td>
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<tr>
<td>• Contribute to the development of a vision/strategy for Advancement to enable the realisation of the London Business School vision.</td>
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<td>• Oversee the development and implementation of plans for Donor Relations, Prospect Research and Strategic Events programme specifically.</td>
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<td>• Lead the development of objectives, targets and Key Performance Indicators for Donor Relations, Prospect Research and Strategic Events in partnership with other colleagues from across the team.</td>
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<td><strong>Partnering and Service Delivery</strong></td>
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<tr>
<td>• Partner with Advancement colleagues to understand their strategic goals and support their strategies.</td>
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<td>• Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of issues from all stakeholders</td>
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<td>• Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.</td>
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<tr>
<td><strong>Analysis and Reporting</strong></td>
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<tr>
<td>• Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.</td>
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<tr>
<td>• Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.</td>
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<tr>
<td><strong>Compliance</strong></td>
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• Contribute to the creation of industry standard policies and procedures and help embed them across Advancement and the School.

Supplier/Contractor Management

• Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.

Collaboration and Relationship Management

• Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
• Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
• Take the lead on and/or represent the department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

• May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
• Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.
• Actively contribute to successful projects and appeals within Advancement, including the Future Forward Campaign.

Financial Management

• Contribute to the development of budgets for the Advancement department.
• Lead the control of relevant budgets to ensure well planned, value for money and cost control.

Process Improvement

• Use management information to recommend new/enhanced policies to support business improvement.
• Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in Advancement.

People Management

• Understand the School's policies and procedures and apply them thoughtfully and fairly.
• Recruit the right talent considering current and future needs.
• Focus on building trusting relationships which lay the foundation for a positive and effective team working environment.
• Reflect the School culture by role modelling School behaviours, including nurturing inclusion and diversity and breaking down siloed working practices.
• Develop my team by having meaningful development conversations with my team and support them to achieve their personal development and career aspirations.
• Engage team through effective two way communication.
Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

**KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.
- Highly engaged and motivated team demonstrated through engagement and retention levels and excellent performance.
- Evidence of cross-team collaboration.

Knowledge/Qualifications/Skills/Experience required

- Bachelor’s degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Demonstrable credibility and a network of contacts in an area of expertise.
- Subject matter expert in legislation, policies, tools or systems applicable to Advancement Operations.
- Project or change management experience in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School’s activities and offerings.
- Successful experience developing and motivating a team.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

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<thead>
<tr>
<th>Staff</th>
<th>4 direct reports (7 staff in total)</th>
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<tbody>
<tr>
<td>Budgets</td>
<td>Research, Events and Donor Relations</td>
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<tr>
<td>Date Updated</td>
<td>20 July 2022</td>
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