

JOB DESCRIPTION

Job Title	Giving Administration Manager		
Reports to	Director of Giving		
Department	Giving – Advancement		
Job Family	Relationship	Level	3

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.

We believe passionately in the importance of Diversity, Inclusion and Belonging and strive to ensure that our student, faculty and staff reflect the rich diversity of our home city; London.

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 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 secure 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 about to launch our next school-wide fundraising Campaign before the end of 2022, with an aim of raising £200m in support of our world-class faculty, research, learning facilities and student scholarship.

Following strategic realignment carried out in 2019, the Giving team - part of the wider Advancement team – has grown considerably over the past two years. Securing income from individuals at a range of levels, the Giving teams aim is to ensure long-

term, sustainable funding at LBS, by building strong and lasting relationships with our students, alumni and external donors.

The Giving team is responsible for securing principal and major gifts, as well as generating multi-year pledges through an Annual Giving programme

Job Purpose

This pivotal role sits within the Giving team however the post holder will provide some administrative support to senior colleagues across the Advancement division including the Associate Dean. In addition to administrative support the Giving Administration Manager will work closely with the Director of Giving and Operations Team to track monthly income, help create update reports as well as to assist with quarterly reforecasting and budget tracking, throughout the upcoming fundraising Campaign, due to launch in November.

The Giving Administration Manager will be responsible for managing the Giving Coordinator, helping them to manage their own workload through regular 1:1's. They will also be expected to provide advice and support to the Giving Coordinator and identify development opportunities and oversee their annual appraisal.

Working in to the Director of Giving, This role will work on and lead specific projects in support of the Giving Team and the broader Advancement team objectives, as and when there is business need.

The Giving Administration Manager's time and support for senior colleagues across Advancement will vary across the year, reflecting the changing priorities of the division. The standard percentage time allocation and support for specific duties and colleagues is listed below:

- Income tracking and reforecasting, project work, business planning and general admin and CRM support for the Director and Deputy Director of Giving (60%)
- Line management of the Giving Coordinator including 1:1's and regular update meetings (20%)
- Support for the Associate Dean, Director of Principal Gifts and Campaign Director including CRM and portfolio management, travel and accommodation booking and general admin support, (10%)
- Supporting the work of the Senior Fundraisers in the Giving Team including attending Portfolio Review Meetings, making adjustments to fundraising proposals, where required (10%)

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Planning and Organising

- Working with the Operations Team, assist with tracking income and quarterly reforecasting, attending monthly Portfolio and Income Review meetings and providing detailed reports to the Director of Giving
- In support of LBS' fundraising Campaign, assist the Director of Giving and Head of Prospect Research to review the pipeline on a quarterly basis and to make adjustments accordingly

- Proactively supporting the activities of specified senior colleagues in Advancement including preparation of documents, presentations, reports, data, research briefs and profiles in support of donor meetings.
- Low level support for specified senior staff with overseas travel, where required, including itinerary management, diary planning, overseas event coordination, etc.
- Working closely with the Senior Development Leads and senior fundraising colleagues to support their portfolios by attending portfolio review meetings, updating proposals where required and ensuring that these changing are highlighted and reflected in the quarterly budget review meetings
- Supporting the Director of Giving to deliver key strategic events and session including the annual budgeting process, strategic away days and activity planning session.
- Working closely with Coordinators across Advancement to assist with requests and provide experience and advise, where necessary

Project Management

- Working with the Director of Giving to identify and deliver key projects, such as Regional Engagement Strategy Development, in support of the Advancement team's strategic priorities and operational objectives
- With support from Director of Giving and Director of Operations, provide support to the income tracking processes and ensure that any changes to the budget projections by fundraisers are being tracked through proposals on RE and reflected in the quarterly budget review meetings
- Working closely with the Dean's Office and Advancement Operations Team, track upcoming requests from the Fundraiser for the Dean's time and ensure that this information is collated through the annual planning process

Data Analysis & Reporting

- Working with the Director of Giving to track income across the Giving team and support the preparation of monthly and quarterly finance reports for the Advancement Operations and school Finance teams
- Utilising the income data supplied by the Data Team, provide forecast information to the Director of Giving and other senior staff, as required
- Support the Operations Team in the formation of a centralised reporting process, assisting with the planning and development of key departmental reports

Customer Relations

- Establish key working relationships with the Senior Management team, Dean's office, and other departments, along with key faculty and staff.
- In the absence of the Director of Giving, act as a primary contact for internal and external enquiries relating to their work or the wider Giving Team

General

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-working

Knowledge, Qualifications and Skills Required

- Excellent coordination and prioritisation skills, with experience of managing a range of different stakeholders
- Strong financial tracking and reporting skills, ideally including budget and reforecasting experience
- Experience of direct line management or volunteer management, helping others to prioritise tasks and to support them in their career development

- Great interpersonal and communication skills with a desire to work within and support colleagues to deliver the wider team strategic priorities and operational objectives.
- Experience of using software related to own team or department to extract, analyse and report on data with a preferable knowledge of Raiser's Edge or a similar CRM database
- Good project management skills
- Excellent organisational skills and the ability to manage different work streams and multi-task
- Demonstrable knowledge of business education and/or relevant sector.

Resources including team management

- This post holder will be responsible for directly line managing on member of staff, within the Giving Team
- Responsible for regular 1:1's supporting their line report to prioritise their work and to identify opportunities for their career development

Staff	Giving Team Coordinator
Budgets	No
Date Updated	13/09/2022