

JOB DESCRIPTION

Job Title	Data Coordinator		
Reports to	Head of Data in Advancement		
Department	Advancement		
Job Family	Business Services	Level	2

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

The Advancement purpose is to lead on the development and enhancement of the London Business School community. The group's key activities are managing our relationship with our alumni, and fundraising from individuals by developing and leveraging proactive and long-term relationships with these constituents. To achieve this, the Department works closely with external bodies and internal departments, such as the Dean, Governing Body, faculty, students, staff, alumni, friends, corporations, foundations and others.

In 2016, the School closed a highly successful fundraising campaign raising £125m to support world-class research, scholarships and innovative new facilities.

In November 2022 the School publicly launched its second major campaign to raise £200m supporting the School's ambitions. This is a pivotal moment for the School and members of the Advancement team at all levels will play a major role in this effort by working to build important relationships and promote the image of the School.

Job Purpose

The main purpose of the Data coordinator role is to maintain and update the Advancement alumni database Raiser's Edge.

Working with the Database Manager, the Data Coordinator will be responsible for the integrity and accuracy of all data held in the Advancement database, understanding the flow of data between systems, and ensuring robust processes for transferring data between Raiser's Edge, SchoolDB and MyLBS.

The role holder will demonstrate up-to-date knowledge of current GDPR practices and ensure compliance with privacy policies.

A key area of work will be assisting with the Advancement Department contactability campaigns for alumni engagement and support. Ideally experienced in SQL or keen to learn, they will handle data updates and cleaning, liaise with internal and external stakeholders, run data extracts for fundraising, and work closely with the Advancement Data Team to maximise the capabilities of the Raiser's Edge.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Act as the first point of contact within the team for all database administrative enquiries. Ensure that enquiries are dealt with promptly to meet and exceed their needs and expectations.
- Demonstrate commitment to the core principles of GDPR.
- Process donations in a timely and accurate manner liaising with the Finance and Annual Giving Teams.
- Flag inconsistencies on the database demonstrating a proactive attitude and good communication and problem-solving skills.
- Build and run queries to create data lists for Advancement and the wider School
- Provide ongoing Raiser's Edge support.

Administration

- Manage new starter data administration and ensure timely data transfer between SchoolDB, Raiser's Edge and MyLBS liaising with the IT Team.
- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to stakeholders.
- Coordinate the Advancement Data Team Inbox.
- Import data lists to the database.

Analysis and Reporting

- Produce a variety of Campaign presentations for a variety of audiences and stakeholders at all levels.
- Responsible for the updating and file management of all Campaign documents, presentations and reports across multiple systems and channels.

Collaboration and Support

- General support for the data team as required.
- Database support for the Advancement department as required.
- Work with other teams in the School regarding supply or receiving of alumni data (in relation to wider school volunteering etc.).

Project Management

- Provide support (e.g. research, external benchmarking) to straightforward projects in own area in order to support project planning and implementation; such as the contactability campaigns.

Process Improvement

- Keep up-to-date with relevant London Business School offerings and make suggestions for improvements based on stakeholder 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

- High-quality service provided to stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project teams and team leadership.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent customer service skills.
- Proven track record of delivering against Key Performance Indicators or metrics.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and databases (eg MS 365).
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues and stakeholders.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good teamwork skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Self-starter attitude and approach, works with initiative.

Staff	NA
Budgets	NA
Date Updated	20 November 2025