

JOB DESCRIPTION

Job Title	Alumni Volunteers Lead		
Reports to	Executive Director, Alumni Engagement		
Department	Advancement		
Job Family	Relationship	Level	4

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 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 to secure its position in the premier league of business schools. Our Advancement purpose is to nurture our relationships with alumni and friends by walking the journey for life with our community. We aim to nurture this lifelong relationship through a set of comprehensive engagement activities including but not limited to communications, networking and continued learning opportunities. We also aim to inspire, together with all of our colleagues across the School, transformational fundraising to advance the School's vision.

The Advancement team is formed of the Alumni Engagement, Giving, Campaign and Operations & Donor Relations teams and is a part of the School's Engagement Team reporting into the Dean via the Chief Engagement Officer.

The LBS alumni community links more than 50,000 alumni in more than 150 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. It also supports a range of Alumni Regional and Professional Interest clubs as well as events including Reunion, Reunion for New Alumni and our flagship Worldwide Alumni Celebration.

In November 2022, we launched a school-wide 5-year, £200 million fundraising campaign in support of our world-class faculty, research, learning facilities and student scholarship

Job Purpose

The Alumni Volunteers Lead is responsible for the strategic development, management and stewardship of our key volunteer networks across the school. By building and maintaining strong relationships across our volunteer network including our Alumni Council, Alumni Class Volunteers, Alumni Club Leaders, Regional Advisory Boards, among others, this role will deepen our relationships with our most active volunteers and drive awareness of their contributions both internally and externally. Managing a small team, the overarching programme of activity for the volunteer network will be supported by data driven priorities and a stakeholder led approach with demonstrable mutually beneficial outcomes. Key to success will be the ability to drive volunteer retention, engagement and growth, including developing and implementing strategies aligned with the Advancement team and school goals.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of Alumni Engagement strategy with particular oversight of the Volunteers area, ensuring that plans are aligned to wider Advancement strategy and overall London Business School goals.
- Contribute to the development of Key Performance Indicators to support the assessment of the strength/quality of relationships and/or the impact of engagements
- Lead the development of volunteer plans across Alumni Engagement for the delivery of mutually beneficial activity – overseeing plan implementation to deliver against agreed engagement targets and ensuring alignment with other volunteer activity across the Advancement department.
- Develop and maintain effective volunteer leadership opportunities and infrastructure for key volunteer leadership groups
- Set objectives aligned with departmental plan and measure progress against KPIs.

Relationship Management

- Lead the identification, development, and management of a portfolio of existing alumni leaders, and develop new, strategically important alumni key volunteer relationships to ensure London Business School has a network of substantial, active and enduring relationships.
- Work collaboratively across the wider team and across School departments to build stronger relationships with alumni volunteer leaders, especially in conjunction with Degree Education and Executive Education.
- Ensure alumni volunteers are well-supported to deliver in their roles and monitor and assess volunteer activity, bringing about succession where needed.
- Proactively utilise relationship management skills and London Business School knowledge to make connections and spot opportunities to achieve and exceed engagement targets.
- Drive a best in class service for alumni, regularly reviewing quality to ensure service meets alumni needs, and alignment with London Business School goals.
- Anticipate and react to complex issues, resolving when they occur to instill confidence in all stakeholders to ensure that the service provided meets standard expected by London Business School.
- Utilise expertise and insight to create opportunities and lead the development of initiatives or solutions, ensuring that London Business School's offerings to volunteers and stakeholders remain market leading.

Analysis and Reporting

- Use systems and data to track engagement levels and use this information to make decisions regarding current and planned initiatives.
- Identify trends with alumni and/or graduating students, provide insight and suggest action to develop the School's relationships.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Communications

- Working with the Senior Manager, Strategic Communications develop a communications strategy for key volunteer leaders.
- Create and deliver presentations to internal and external audiences, responding to their questions and issues to support the achievement of the department's and School's strategic objectives.

Project Management

- Provide subject matter expertise and stakeholder understanding to strategic, complex and/or high-impact projects to support their successful delivery.

Recruitment

- Lead the identification, engagement oversight, and conversion of a strong network of stakeholders who are aligned and support the School in achieving its strategic objectives and values.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate and develop relationships.
- Build a network of stakeholders across the School to facilitate improved communication and maintain knowledge of opportunities with clients and stakeholders across the School.
- Build relationships with and influence multiple stakeholders across the School, to help smooth decision making and provide a seamless, world-class alumni and stakeholder experience.
- Take the lead on and/or represent Alumni Engagement in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Technical Knowledge

- Keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective client/stakeholder solutions are proposed.
- Keep up-to-date and apply deep and broad understanding of London Business School and competitor offering, wider trends and innovations and client/stakeholder needs and interests.

Financial Management

- Lead relevant budgets to ensure well planned, value for money and cost control.

People Management

- Create and nurture an inclusive team that respects and values diversity, in which all members feel they can belong.
- Lead a small team of individuals focused on strengthening and supporting our volunteer networks.
- Define and communicate priorities and workload in line with the plans, ensuring resources are aligned and appropriately deployed.
- Hold meaningful development conversations with direct reports and support them to achieve personal development and career aspirations.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with stakeholders.
- Excellent stakeholder feedback.
- Projects delivered to high standard, in budget and on time.
- Accurate budgets developed, demonstrating value for money.
- Revenue and/or engagement targets met or exceeded.

- Robust customer satisfaction framework in place.
- Development and delivery market leading solutions and initiatives.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-departmental and cross-School initiatives.

Knowledge, Qualifications and Skills Required

- Excellent communication and interpersonal skills and the ability to develop and maintain client relationships at senior levels.
- Highly skilled in negotiation, networking, and influencing.
- Experience of consultative sales and developing solutions with demanding clients.
- Extensive awareness of the activities of the organisation and competitor schools.
- 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 experience of budget management.
- Experience of leading a team in a senior level role.

Resources including team management

Line managing a team of 3

Staff	
Budgets	
Date Updated	24 March 2023