

# JOB DESCRIPTION

|                   |                                    |              |          |
|-------------------|------------------------------------|--------------|----------|
| <b>Job Title</b>  | <b>Data coordinator</b>            |              |          |
| <b>Reports to</b> | <b>Head of Data in Advancement</b> |              |          |
| <b>Department</b> | <b>Advancement</b>                 |              |          |
| <b>Job Family</b> | <b>Business Services</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

Advancement is formed of the Alumni Relations and Development departments under the leadership of the Associate Dean, Advancement.

The alumni community links more than 41,000 alumni in more than 130 countries. The School provides alumni with a range of services and access to an extensive range of online services including library databases and contact information for alumni, students and faculty via Portal. Alumni interests are represented by the International Alumni Council made up of 25 elected alumni together with five representatives of the School, including the Dean. The Council reflects the geographical diversity of alumni as well as a range of the Schools programmes and different generations of alumni.

The development team raises the philanthropic funds needed to support the Schools 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 and campus development.

## Job Purpose

The purpose of this post is to maintain and update the Advancement alumni database, currently Raiser's Edge.

Working collaboratively with IT the holder will also ensure timely and accurate data transfer between RE, the Schools Database and HUB, the online alumni portal. This person will be responsible for ensuring that all data onto Raiser's Edge complies with ongoing Data Protection and stakeholder privacy policies.

They will also be responsible for data updates and cleaning including liaising with external agencies and will manage the Advancement department contactability campaigns, to better enable the School to reach out and build alumni engagement and support (including philanthropic support).

This person will be responsible for running a number of key data extracts in support of the production and dissemination of a number of external reports and third party analysis.

The person will work closely with the Advancement Data Team to best deliver on the full capability of the Raiser's Edge and ensure all data procedures and user manuals are kept up to date and reflect changes in the way the department works.

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

### Key areas of accountability:

#### **Delivery and Support**

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.
- Lead on developing, testing and implementing any system updates to Raiser's Edge including new Data Protection updates, and updating or creating procedures and user manuals.
- Working with the IT team to ensure accurate and timely data transfer between SchoolsDB, Raiser's Edge and HUB, the alumni online portal.
- Working with the IT teams to test any updates to SchoolsDB and on-line database and changes to data flow.
- Running data cleaning processes – TPS/MPS/deceased flagging.

- Preparation of data for standard reports and external analysis, for example the annual Ross Case survey.
- Ensuring that gift and appeal coding is set up on Raiser's Edge to enable gifts are correct coded and loaded in a timely fashion.
- Ensuring data is managed in accordance with relevant fundraising and data protection rules and regulations.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Work with the IT team to ensure Raiser's Edge is fully supported.
- Work with the Accounts team to ensure gift coding accuracy.
- Provide ongoing support to the Raiser's Edge as required.
- Coordinate and organise the advancement data team inbox.

### **Analysis and Reporting**

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

### **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities.

### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

### **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 support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- 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.
- 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.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- 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**

**N/A**

|                     |                   |
|---------------------|-------------------|
| <b>Staff</b>        | <b>N/A</b>        |
| <b>Budgets</b>      | <b>N/A</b>        |
| <b>Date Updated</b> | <b>01/03/2022</b> |