

JOB DESCRIPTION

Job Title	Coordinator Alumni Clubs		
Reports to	Senior Manager Alumni Clubs		
Department	Advancement		
Job Family	Relationship	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 team is engaged in fundraising to support the School's ambitious growth and to secure its position in the premier league of business schools. The Department's key activities are engaging with alumni and friends of the School through alumni programming and fundraising from alumni, friends, corporations, foundations and trusts 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, International Alumni Council, faculty, students, staff, alumni, friends, corporations, foundations and others. In September 2013, London Business School publicly launched its first ever fundraising campaign to raise £100m and 100,000 volunteering hours over the following five years.

The Campaign successfully closed two years early in July 2016, having raised £125m and 124,000 volunteering hours.

Job Purpose

As a key member of the Alumni Engagement team, the post-holder will largely support the Alumni Clubs portfolio and provide broad administrative support across the Alumni Engagement team on a range of projects, initiatives and Reunion events where needed. They will deliver outstanding customer service to the alumni community as the first point of contact to a range of queries relating to alumni events.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Customer Service

- Act as the first point of contact within the team for club queries, managing email and routine telephone enquiries, ensuring they are dealt with promptly and exceed alumni needs and expectations

Administration

- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to all clients and stakeholders
- Provide support in maintaining multiple spreadsheets for the team
- Produce PowerPoint presentations for the team
- Execute a range of administrative tasks relating to events such as taking manual bookings, printing guest lists, name badges and purchasing gifts
- Co-ordinate team calendars and meetings to support efficient and effective team working
- Support on all club events, working on event full delivery cycle including set up with the space team, ordering refreshments, registrations online, posting the event, tracking attendance, creating name badges, manning the registration desk and being at the event to welcome guest, this will include some evening working.

Analysis and Reporting

- Support the Alumni Clubs team with all data administration as required. This will include inputting data into Raiser's Edge and School DB
- Log alumni call reports on Raiser's Edge
- Set up and execute simple queries for reporting purposes
- Report again Alumni club activity using Eventbrite and Hub
- Support data handling for all Clubs including event registrations, committee volunteer hours

Collaboration and Support

- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the department.
- Develop relationships across the School to further Advancement priorities

Project Management

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

Financial Management

- Accurately process invoices and input financial data via the School's SUN system to ensure all supplier invoices are paid according to agreed payment terms
- Support the tracking of event budgets
- Process event bookings and refunds in a timely manner
- Process all expenses and club reimbursements and well as manage funding tracker

Process Improvement

- 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 prospective or current student/client/ stakeholder.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Up-to-date diary management.
- 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 and Skills Required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent customer service skills.
- Experience of working in a customer facing environment including events.
- 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/or databases.
- Experience of data handling
- 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 team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.

Resources including team management

N/A

Staff	
Budgets	
Date Updated	