

JOB DESCRIPTION

Job Title	Senior Manager, Alumni Clubs		
Reports to	Alumni Volunteers Lead		
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

There 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 life-long 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 part of the school's Engagement Team

Job Purpose

As the Senior Manager for Alumni Clubs, you will work with the Alumni Volunteers Lead and the wider engagement team to develop a strategic plan to engage alumni with the School via over 100 regional and professional interest clubs. The intention is the Alumni club activity will increase engagement and advocacy of alumni and inspire philanthropy. You will liaise with stakeholders across the School to ensure we leverage the Club network to support cross-School goals, including student recruitment.

Working with alumni club volunteers and colleagues in Advancement and across the School, you will support volunteers to deliver alumni club events, and lead on the delivery of the club leaders conference. You will work with the projects team on the planning and delivery of the non-flagship Worldwide Alumni Celebrations – one day (typically in October) when all alumni clubs hold an LBS event to celebrate being part of such a diverse and active community.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall, School goals.
- Develop engagement plans for own area and lead their implementation to support the achievement of engagement targets.
- Contribute to the development of Key Performance Indicators to support the assessment of the strength/quality of alumni programming and the impact of engagement.

Relationship Management

- Build and develop lasting relationships with alumni to meet engagement targets and establish new long-term opportunities.
- Work with club leaders to empower them and put successful succession planning in place.
- Work with alumni to develop solutions that best meet their needs and those of the school.
- Ensure relevant materials and resources are updated and developed to support positive and effective relationships with alumni.
- Investigate and assess complex issues raised by alumni and employ techniques to resolve the issue and maintain/ improve relationships.

Analysis and Reporting

- Use systems and data to track engagement and use this information to make decisions regarding current and planned initiatives.
- Identify trends with alumni, 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

- Create and deliver presentations to targeted audiences, responding to their questions and issues to support the achievement of the School's strategic objectives.

Project Management

- Plan and deliver a range of projects, act as an expert resource or lead a work stream on more complex projects, to ensure delivery against project time, cost and quality standards.

Product/Proposition/Technical Knowledge

- Research and keep up to date with industry and technological advancements and trends and use these to ensure that innovative and effective solutions are proposed.
- Develop deep understanding of London Business School and competitor offering and use this knowledge to inform innovative and high-impact proposals.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party supplier/contractors against agreed service level agreements to ensure it is to the required standard and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

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 for alumni.

Financial Management

- Budget control to ensure value for money and cost control.

Commercial

- Negotiate contracts and agreements to secure the best possible commercial outcome for the School.

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:

- Promoting and supporting clubs to deliver their own events.
- Development of strong relationships with key stakeholders, internal and external and excellent stakeholder feedback.
- Engagement targets met.
- Sound commercial management and demonstrable return on investment for budgets managed.
- Projects delivered on time, on budget and to quality standards.
- Achievement of cross-departmental projects.
- Contribution to innovation within department and across the School.
- Strong cross-team and cross-School working relationships.

Knowledge, Qualifications and Skills Required

- Bachelor’s degree or equivalent experience.
- Experience working with students or alumni or working with a membership body or volunteer group.
- Excellent communication skills with the ability to engage a variety of audiences.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience of leading projects.
- Ability to work under pressure and meet deadlines.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Resources including team management

Clubs budget

Staff	Not applicable
Budgets	Clubs
Date Updated	October 2023