

JOB DESCRIPTION

Job Title	Executive Assistant to Associate Dean, Advancement		
Reports to	Associate Dean Advancement		
Department	Engagement (Advancement)		
Job Family	Business Services	Level	3

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 purpose of the Engagement department is *to develop a deep understanding of our community and enable LBS (London Business School) to offer experiences that attract, inspire, and connect on our journey together*

It includes our Advancement, Brand and Marketing, and Communications functions, which are responsible for engaging our audiences throughout their LBS journey and promoting a culture of philanthropy to amplify the School's impact.

The Advancement department is focused on advancing the vision and ambition of the School by engaging with its 55,000 stakeholders and friends in over 155 countries. Meaningful engagement includes extensive school communications, lifelong learning opportunities, a significant digital network accessed through the LBS Hub and London.edu, social events such as Reunions and Worldwide Alumni Celebrations and numerous activities through 120 alumni clubs and professional interest groups worldwide. The interests and views of the alumni community are represented by the Alumni Council, who work in partnership with the School to develop, enhance and support a network of mutually beneficial and enduring relationships.

Advancement manages all fundraising programmes for the School including the Forever Forward Campaign, which was launched in November 2022 with a target to reach £200 million by 2027. This follows the School's first campaign completed in 2016.

Advancement works closely with the Dean, Governing Body, Alumni Council, Faculty, alumni, students, friends, corporates, foundations, and others to help develop a community of supporters for the School.

Job Purpose

The Executive Assistant to the Associate Dean, Advancement supports the activities and priorities for this leadership position at the School. In addition to leading the Advancement department of 60+ staff, the Associate Dean leads fundraising and alumni/supporter engagement.

This demanding role requires the establishment of excellent working relationships with high-level internal and external stakeholders to help fulfil the objectives and deliver the KPIs of the Advancement team. This will include working with internal staff and senior volunteers, key alumni and donors, and other important community members.

This role will require management of multiple priorities, which can be complex in nature. Specifically, this will include coordinating the Associate Dean, Advancement's schedule, travel and logistical requirements, with meetings, visits, and overseas trips anchored to high-value fundraising and high-level stakeholder engagement and often involving partnership with the Dean, the Chair of the Governing Body, the Campaign Chair, and other senior leaders across the School. This also includes managing the flow of communications and briefings from across the department, handling important and confidential information, and directly partnering and liaising with the Dean's Office.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Deliver required services to support the Associate Dean, Advancement in managing multiple and often urgent tasks in a timely manner, flagging priorities and following up as necessary.
- Respond to requests from all stakeholders engaging with the Associate Dean, Advancement, understanding their requirements and providing excellent customer service in response.
- Manage and redirect as required calls, enquiries and requests made of the Associate Dean, Advancement
- Design and develop process guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective support service.
- Provide training to colleagues or stakeholders on processes and ways of working related to the management of the Associate Dean's priorities.
- Provide secretarial support to the Advancement Leadership Team meetings (on a weekly basis)

Analysis and Reporting

- Liaise across the team and other departments to coordinate the preparation of reports and analyses as required by the Associate Dean, Advancement.

Collaboration

- Collaborate closely with team members and other colleagues across the School to enable cross-department working, to raise the Advancement team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Act as a central liaison point for the Dean's Office, building strong alignment and partnership across the Dean's Office and Advancement.
- Develop and manage effective relationships with other departments across the School in order to drive consistency of approach / standards and ensure effectiveness of cross-School collaboration.
- Anticipate the needs of stakeholders and driving forward initiatives proactively.

Diary and Project Management

- Organise and manage the Associate Dean, Advancement's schedule, including planning and coordinating meetings, visits, and overseas trips.
- Ensure that briefings, itineraries, and other support materials are provided for the Associate Dean and other School leadership (Dean, Chair, Campaign Chair, etc.) in preparation for meetings, trips, events and other activities.
- Support the Associate Dean, Advancement with specific project activities as required.

Process Improvement

- Monitor processes, systems and practices related to support of the Associate Dean, Advancement, and plan and carry out regular reviews to identify opportunities for improvement.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality EA services
- Efficient and effective management of the Associate Dean, Advancement's schedule including meetings, calls, visits and overseas trips
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Excellent customer service of external stakeholders, including donors, leadership volunteers and alumni community members
- High quality support and collaboration with The Dean's Office
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Relevant qualifications
- Executive Assistant or operational support experience
- First class organisational and planning ability
- Excellent oral and written communication skills
- Good project management skills.
- Meticulous attention to detail.
- Capable of working under pressure and finding solutions
- Highly developed relationship building and stakeholder management skills
- Experience of databases and applications to support EA services
- Positive attitude and assertive when required
- Proven ability to appropriately deal with confidential information handling
- Knowledge of fundraising, alumni relations or higher education would be beneficial

Staff	0
Budgets	0
Date Updated	24 June 2024