

JOB DESCRIPTION

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| Job Title | Campaign Coordinator | | |
| Reports to | Campaign Director | | |
| Department | Advancement | | |
| Job Family | Relationship | Level | 2 (High) |

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 purpose is to lead on the development and enhancement of the London Business School community. The group's key activities are managing our relationship with our alumni and fundraising from individuals 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, faculty, students, staff, alumni, friends, corporations, foundations and others.

In 2016, the School closed a highly successful fundraising campaign raising £125m to support world-class research, scholarships and innovative new facilities.

In November 2022 the School launched its second major Campaign to raise £200m supporting the School's ambitions around Scholarships, Research, the Learning Environment and Innovation. This is a tremendously exciting moment for the School and members of the Advancement team at all levels will play a major role in this effort by working to build important relationships and promote the image of the School.

Job Purpose

The Campaign Coordinator is a critical role at the heart of the Campaign effort. This position will lead on all Campaign related administration and support. A particular focus around coordination of the *Campaign Leadership Board* – the School's most senior and high-profile group of donors and volunteers – will also be a priority for the role. The role will work very closely with the Campaign Director on a wide range of Campaign related tasks and projects. The role will also provide more general administrative support to the wider Campaign team as well as directly to the Campaign Director.

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 all Campaign enquiries. Ensure that enquiries are dealt with promptly to meet and exceed their needs and expectations.

Administration

- Ownership and management of an extensive range of Campaign Leadership Board associated projects, administration and logistics.
- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to stakeholders.
- Co-ordinate and manage internal and external Campaign related meetings with a variety of stakeholders at all levels.

Analysis and Reporting

- Produce and regularly update Campaign presentations and collateral for a variety of uses and stakeholders, both internally and externally.
- Responsible for the updating and file management of all Campaign documents, presentations and reports across multiple systems and channels.

Collaboration and Support

- General administrative support for Campaign Director as required, including meeting, portfolio and database support, travel and diary coordination etc
- General administrative support for Campaign team as required
- Work with Campaign Director to support delivery of team objectives and meet or exceed targets and metrics.

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.
- Provide extensive support to Campaign, including internal and external stakeholder management

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of Campaign budgets

Process Improvement

- Keep up-to-date with relevant London Business School offerings and make suggestions for improvements based on stakeholder feedback.
- 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 delivery provided to all stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Effective coordination of project teams and meetings
- Support of key event and communication activities
- Delivery of work with initiative and strong attention to detail.
- Development of relationships internally and externally, and positive feedback from colleagues and Campaign Leadership Board
- 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.
- Excellent customer service skills.
- Strong initiative and ability to manage and take ownership for individual priorities with confidence and independence.
- 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.
- Proactive approach to relationship development with colleagues and stakeholders.
- Excellent attention to detail.
- Excellent time management with ability to organise and prioritise a varied workload.
- Good team working skills and the ability to work collaboratively.
- Experience in standard financial management processes.

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| Staff | NA |
| Budgets | NA |
| Date Updated | 10 June 2022 |