JOB DESCRIPTION

Job Title	Alumni Relations Co-Ordinator		
Reports to	Alumni Volunteers Lead		
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

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, Philanthropy, Proposition Development and Communications and Operations & Donor Relations, which is part of the school's Engagement Team.

Job Purpose

As a key member of the Alumni Volunteering Team, the post-holder will provide broad administrative support on a range of projects, including events (Club events, WAC and CLC), support for both club and class volunteer activities, and be a contact point for volunteer enquiries. Through administrative support, the postholder will provide excellent customer service to key stakeholders.

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 alumni 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 related to administrative tasks
- Produce and test surveys for team where needed
- Execute a range of administrative tasks relating to events such as taking bookings, managing guest lists, name badges and purchasing gifts

Analysis and Reporting

- Support the Alumni Engagement team with all data administration as required. This will include inputting data into Raiser's Edge.
- Set up and execute simple queries for reporting purposes

Collaboration and Support

- Work collaboratively with colleagues to help deliver team objectives
- 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 as well as evaluation; sometimes taking the lead on defined project activities.

Financial Management

- Support the tracking of event budgets
- Process event bookings and refunds in a timely manner

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.
- Contribution to the achievement of team targets.

- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, leading to positive feedback from colleagues.
- 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.
- Experience of working in a customer facing environment.
- 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 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.

Staff	Not applicable

Budgets	Not applicable
Date Updated	December 2023