

JOB DESCRIPTION

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| Job Title | Prospect Development Team Coordinator | | |
| Reports to | Senior Prospect Development Manager | | |
| Department | Advancement | | |
| Job Family | Business Services | 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 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 publicly launched its second major campaign to raise £200m supporting the School's ambitions. This is a pivotal 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. You can find out more about the Forever Forward campaign [here](#).

Job Purpose

Prospect Development Team Coordinator is a key administrator for the Prospect Development team. The Prospect Development team is a specialist team within the Advancement's Operations and Donor Relations department. The team plays a crucial role in preparing the School for the next phases of our fundraising strategy and the Forever Forward campaign by focusing on identifying, researching, and managing potential donors.

This varied and exciting role will lead on prospect development related administration and data support. This role will require the ability to manage multiple projects and varied support needs in a fast-paced environment. The ability to understand priorities, and lead proactively, is essential to the success of this role.

This role will suit an individual who is a strong writer/enjoys writing, has an interest in data and is looking for a varied administrative role.

You can find out more about prospect research as a profession [here](#).

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 prospect development enquiries. Ensure that enquiries are dealt with promptly to meet and exceed their needs and expectations.
- Work collaboratively with the wider team in providing outstanding customer service across all areas of prospect development.

Administration

- Take ownership, manage media alerts and monitor news to stay informed about any news related to alumni and supporters.
- Support the Prospect Development team by updating records on the School's alumni database Raiser's Edge.
- Write high quality and accurate research bios on alumni and supporters for events, trips and meetings.
- Adhere to defined policies and procedures when completing tasks to ensure data accuracy and integrity.
- Provide more general administrative support to the Prospect Development team.
- Any other appropriate duties as requested by the Senior Prospect Development Manager.

Delivery and support

- Support all aspects of the work of the Prospect Development team.
- Conduct research on individuals, companies, and charitable organisations using resources like international news databases, financial databases, company websites, LinkedIn and other publicly available resources.

- Work on projects to find new potential donors using various sources, including publicly available information and internal records, in line with the team's strategy, targets and goals.
- Responsible for entering data, updating records, and generating queries, in compliance with GDPR legislation and the School's policies and procedures.

Analysis and Reporting

- Work with the Senior Prospect Development Manager and the team to ensure fundraising proposals are recorded accurately and are up to date.
- Ensure that prospecting information is kept clean and up to date on the School's alumni database Raiser's Edge.
- Support the Senior Prospect Development Manager with tracking and reporting, as needed.

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.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.
- Keep up to date with relevant London Business School offerings and external legislation (e.g., GDPR) and make suggestions for improvements.

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 support service provided to all stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Contribution to the achievement of team targets and KPIs.
- Production of high-quality bios on individuals and supporters.
- Accuracy and integrity of data.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from team members and others across the organisation.
- Contributions to process reviews and operational improvements.
- Compliance with processes, procedures and standards.

Knowledge/Qualifications/Skills/Experience required

- Excellent customer service skills.
- Good communication skills and the ability to address a variety of stakeholder.
- Ability to multitask, self-prioritise and manage multiple projects at once.
- Articulate, possess strong writing skills, and have enthusiasm for writing and proofreading.
- Interest in working with data, including data entry, data verification, updating records, running queries and data analysis.
- Able to process and understand large amounts of information and produce concise summaries.
- Sound working knowledge of standard IT packages, systems and/or databases. Strong command of MS Word and Excel [desirable].
- Good attention to detail.
- Good time management skills and the ability to organise and prioritise.
- Good teamwork skills and the ability to work collaboratively.
- Self-starter attitude and approach, works with initiative.
- General understanding of GDPR and data protection [desirable].

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| Staff | |
| Budgets | |
| Date Updated | October 2024 |