

JOB DESCRIPTION

Job Title	Donor Relations and Scholarships Manager		
Reports to	Associate Director, Operations and Donor Relations		
Department	Operations - 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.

We believe passionately in the importance of Diversity, Inclusion and Belonging and strive to ensure that our students, faculty and staff reflect the rich diversity of our home city; London.

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 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 and to secure its position in the premier league of business schools.

The Advancement team is formed of the Alumni Engagement, Giving, Campaign and Operations & Donor relations teams under the leadership of the Associate Dean, Advancement.

The alumni community links more than 47,000 alumni in more than 130 countries. The School provides alumni with a range of services including access to an extensive range of online services including library databases and contact information for alumni, students and faculty via LBSHub. Alumni interests are represented by the Alumni

Council made up of 25 elected alumni together with five representatives of the School, including the Dean.

The Giving team raises the philanthropic funds needed to support the School's ambitious growth and to secure its position in the premier league of business schools. It works closely with the Dean, faculty, alumni, friends, corporates, foundations and others to secure funds needed to support faculty chairs, research initiatives, scholarships and campus development.

In 2016 the School closed a highly successful comprehensive fundraising campaign two years early, having surpassed its original target of £100m by more than 25%. Building on the success of this campaign, we recently launched our next school-wide fundraising Campaign *Forever Forward*, aiming to raise £200m in support of our world-class faculty, research, learning facilities and student scholarship.

Job Purpose

To ensure donors to London Business School enjoy an excellent and relationship-centric service worthy of a leading international business school and are thus compelled to continue their support for the School. The Donor Relations team hopes to inspire loyalty, inspire increased giving and use impact testimonials and stories to inspire giving and volunteering by others.

The Donor Relations and Scholarships Manager acts as an expert and advisor to colleagues on the ways a donor can give to the School (including tax-efficient giving). The postholder is also responsible for the management of the Scholarship programme (and other awards), donor recognition, thanking process, setting standards and promoting best practice.

The postholder will report directly to the Associate Director of Operations and Donor Relations and will work collaboratively across the Advancement team and across the School, in particular with Accounts, Recruitment and Admissions, Degree Education, Careers and Brand and Marketing teams.

This pivotal role will suit an individual who is looking for a varied rounded role. The successful candidate will have a strong attention to detail, be organised, entrepreneurial and adaptable.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

Donor Relations:

- Work closely with Associate Director, Operations and Donor Relations to develop and continuously improve the donation management process and ensure the full suite of donor relations services are utilised across Advancement and more widely.
- Act as an expert and advisor to colleagues on the ways a donor can give to the School, including tax-efficient giving.
- Work collaboratively across Advancement and with colleagues in Brand and Marketing to keep Donor Roll up-to-date. Ensure donor recognition plaques, boards and other forms of donor recognition are updated regularly.

- Working closely with Senior Stewardship Manager and Senior Manager, Strategic Communications to review 'thank you' letters and other acknowledgment templates on a regular basis to ensure messaging is consistent with the *Forever Forward* campaign messaging.
- Provide exceptional customer service to donors.

Scholarships programme:

- Act as a dedicated point of contact and an advisor to colleagues on all matters regarding existing scholarships (and other awards) at the School.
- Manage and build relationships with current student scholarship recipients, acting as their main point of contact with donors and colleagues across the School.
- Ensure scholarship donors are provided excellent stewardship through regular communications over the academic year (recruitment, acknowledgment letters, scholar events and other interactions with scholars).
- Work with colleagues across the School to explore opportunities to create and promote a network for past and current scholarship recipients (Scholars' Network).
- Act as Advancement lead with Accounts and Degree Education colleagues to ensure regular scholarship portfolio evaluation and reporting occurs, liaising with the Giving team colleagues and others, as necessary.

Compliance

- Work closely with colleagues in the Operations and Donor Relations team to ensure that business processes and procedures are in place and up to date, to effectively track gift processing and Donor relations-specific actions.
- Adopt a data-driven approach by ensuring a joined-up approach for how donor relations and scholarships touchpoints and deliverables are recorded on Raiser's Edge database.
- Ensure work is carried out in compliance with the General Data Protection Regulation (GDPR), other relevant laws and best practice.

Collaboration

- Build close working relationships with colleagues across the School and act as a liaison between Advancement and other departments, in particular Accounts, Recruitment and Admissions, Brand and Marketing and Careers.

Project Management

- Working with the Associate Director of Operations and Donor Relations to identify and deliver key donor relations and scholarships projects in support of the Advancement team' strategic priorities and operational objectives.

Process Improvement

- Work with the Associate Director of Operations and Donor Relations to regularly evaluate and review existing donor relations and scholarships processes to ensure that donor care in all its forms meets the highest standard of customer care.
- Ensure alignment with wider processes, in particular working closely with the Senior Stewardship Manager, to ensure these fit in with wider donor relations and stewardship matrix.
- Stay abreast of developments within the broader donor relations sector, identifying trends and best practice.

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.

General

- Represent the Donor relations team to colleagues, stakeholders and cross-School groups, enabling cross-working.

KPIs:

- Delivery of high-quality service in own area of specialism.
- Area/team compliance with necessary regulations and business processes.
- Production of high-quality reports.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge, Qualifications and Skills Required

- Ability to multitask, self-prioritise and manage multiple projects at once.
- Organised, entrepreneurial and creative with strong problem-solving skills.
- Experience of working with a range of different stakeholders.
- Excellent oral and written communication skills, with the ability to communicate effectively to a range of audiences.
- Experience of using a CRM database and Excel.
- Strong IT and data analysis skills, including Microsoft Office.
- Good project management skills.

Resources including team management

Staff	Donor relations (Scholarships) Manager
Budgets	No
Date Updated	18 January 2023