

JOB DESCRIPTION

Job Title	Alumni Project Manager		
Reports to	Alumni Projects Lead		
Department	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 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 lifelong 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, Giving, Campaign and Operations & Donor Relations teams and is a part of the School's Engagement Team reporting into the Dean via the Chief Engagement Officer.

The LBS alumni community links more than 50,000 alumni in more than 150 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. It also supports a range of Alumni Regional and Professional Interest clubs as well as events including Reunion, Reunion for New Alumni and our flagship Worldwide Alumni Celebration.

In November 2022, we launched a school-wide 5-year, £200 million fundraising campaign in support of our world-class faculty, research, learning facilities and student scholarship.

Job Purpose

As a key member of the Alumni Engagement team, the Alumni Project Manager will be responsible for key Alumni Engagement projects. This may include various levels of planning, coordination, and execution of key flagship alumni activity (e.g., Reunion, Reunion for New Alumni (R4NA)) as well as ad hoc initiatives (e.g. Alumni Survey,) on an ongoing basis. The role will work collaboratively with stakeholders across Advancement and the School to project manage and deliver significant projects and events that increase Alumni engagement, advocacy and commitment to the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Contribute to the development of engagement plans for the area, providing information to enable efficient and effective planning that meets departmental objectives.
- Act as an ambassador for London Business School and deliver presentations and network at events where needed to promote the School and its offerings.

Analysis and Reporting

- Conduct evaluations and research to plan and deliver various projects, as needed, with an eye toward continuously improving events and activity.
- Liaise across the teams and other departments to prepare reports to inform and review, planning and decision making.
- Ensure KPIs for projects are accurately measured and reported to all stakeholders as required

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, and the identification and development of relationships.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.
- Support the overall Alumni Engagement strategy by ensuring that alumni events, volunteer activity and fundraising opportunities are integrated to maximise engagement.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity with Senior staff to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Track project and event spending and consider ways to ensure projects are delivered in the most cost-efficient way.

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.

Product Knowledge

- Build and maintain a thorough understanding of London Business School's offerings, with an understanding of what differentiates the School from competitors, for use in the development of relationships and associated activities.

KPIs:

- Delivery of high-quality service in project management.
- Excellent client and stakeholder experience.
- Production of high-quality reports, with the identification of trends and issues.
- 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.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Excellent stakeholder engagement skills with experience of managing a large range of internal and external stakeholders.
- Strong project management skills and experience.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Ability to work on own initiative and as part of a team.
- Experience of using software related to own team or department to extract, analyse and report on data.
- Excellent organisational skills and the ability to manage a portfolio of stakeholders.
- Budget management experience.
- Interest and awareness of current thought leadership topics and business practices.

Resources including team management

Staff	
Budgets	
Date Updated	12 April 2023