

JOB DESCRIPTION

Job Title	Alumni Learning Manager		
Reports to	Manager, Alumni Services & Learning		
Department	Advancement (Engagement)		
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 LBS alumni community links more than 56,000 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 via LBSHub. It also supports a range of Alumni Regional

and Professional Interest clubs as well as events including Reunion, Dubai 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

To work across Advancement and Degree Education to coordinate and provide administrative support to the Alumni Electives programme and the Alumni Discovery Circles Programme. The role will be responsible for supporting the promotion of electives to the LBS alumni community, registration, enrollment, and communications to registrants/attendees. The role will also require significant internal collaboration across Alumni Engagement, Degree Education Central Services, Digital Learning, Alumni Careers Centre, Research and Faculty Office, Finance, Technology and Library, in order to successfully set up alumni in each programme and deliver a high quality experience to participants. Additionally, the role-holder will contribute to process improvement, measurement and reporting, and updating of guidelines and other documentation.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks for the delivery of alumni electives and discovery circles, in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support for alumni electives and discovery circles, solving routine problems, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Draft and develop standard materials and communications, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate registrations, payment, refunds and other service-related touchpoints with alumni.
- Prepare and deliver the launch of alumni electives, including the production of communications and course descriptions, and creation of web page content as required.

- Co-ordinate and send certificates to alumni elective attendees at the time of successful course completion and satisfaction surveys.

Analysis and Reporting

- Organise, upload into and monitor systems, spreadsheets and other records to ensure accurate recording of alumni elective and discovery circles data.
- Collate information and support the production of regular standardised reports as required, including feedback from alumni participation in both programmes.
- Report on electives enrollment and KPI progress to relevant stakeholders

Collaboration and Support

- Be the point of contact for stakeholders delivering different elements of the alumni elective experience, including but not limited to Alumni Engagement colleagues, Advancement Communications, Degree Education Central Services Team, Faculty Assistants, Security Team, Technology, and Library colleagues.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.
- Organise planning and review meetings with internal stakeholders to monitor progress and raise any recurrent issues.
- Curate groups and communicate to Alumni Discovery Circles groups.

Project Management

- Provide ad hoc support as required to small projects in order to support project planning and implementation.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets, as required to deliver the alumni electives programme.
- Support payment reconciliation process providing accurate information to the Finance team.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

- Escalate recurrent issues to the relevant teams and the Alumni Services and Learning Manager.
- Mapping processes and access requirements for returning students, working with multiple stakeholders.
- Ensure relevant process and governance documents (including Terms and Conditions and links to the Alumni Code of Conduct) are maintained and up to date.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues, particularly programme leads in Degree Education and Advancement and alumni.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Relevant qualifications and experience.
- 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.
- 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 with student databases.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.

Staff

N/A

Budgets

N/A

Date Updated	May 2025
---------------------	-----------------