

JOB DESCRIPTION

Job Title	Donor Relations Coordinator		
Reports to	Donor Relations and Scholarships Manager		
Department	Operations - 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 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 four teams: Alumni Engagement, Philanthropy, Campaign and Operations & Donor Relations teams under the leadership of the Associate Dean, Advancement.

The alumni community links more than 50,000 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 Council reflects the geographical diversity of alumni as well as a range of the School's programmes and different generations of alumni.

The Operations and Donor Relations Team enables activity across the department by providing planning, project management, financial administration, Prospect Research, data and intelligence, and donor relations services.

The Philanthropy 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 launched our next school-wide fundraising campaign ***Forever Forward***, two years ago aiming to raise £200m in support of our world-class faculty, research, learning facilities and student scholarships.

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 provides exceptional customer service to the School's donors to inspire loyalty, use impact reporting, testimonials and stories to show the impact of their giving.

The Donor Relations Coordinator provides first class support to our fundraising team and donors, through a planned calendar and process-oriented tasks. The postholder is responsible for the accurate and timely acknowledgment of donations received by the School, liaising with frontline fundraisers to provide the highest standards of donor care and financial record keeping. The postholder also provides administrative support to our events and scholarship programmes.

The postholder reports to the Donor Relations and Scholarships Manager and works collaboratively across the Advancement team and Accounts team.

This process-driven entry level role will suit an individual who enjoys working with data, finance administration/processing and is looking for a varied rounded customer service role. There is potential for the postholder to acquire additional skills in event planning and operations. 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

- Conduct administrative and operational tasks for the Donor Relations team in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Deliver donor relations communications of the highest quality, such as standard and bespoke "thank you" letters within agreed timeframes/Service Level Agreements

(SLAs). Work closely with the Philanthropy team on content and messaging and ensure correct templates are used.

- Monitor the Donor Relations inbox and ensure that all queries and correspondence from donors are responded to within agreed timeframes/SLAs.
- Responsible for producing and sending monthly gift reminder/chaser letters and donation receipts to donors. On occasion, the postholder might be required to call the donor(s) to highlight outstanding instalments.
- Responsible for providing guidance and information to donors on how to make donations and give tax-efficiently to the School.
- Responsible for keeping data up to date on Raiser's Edge database; running queries and other reports, as required. Ensure interactions with the donors are recorded on the School's alumni database Raiser's Edge and in compliance with GDPR and DPA.
- Ensure all gifts-related information is saved securely on SkyVault, a cloud-based electronic storage management system.
- Provide administrative support with collection and editing of new scholar "thank you" letters and end of first year/study "thank you" letters.
- Support the team with key events such as scholarship lunches, annual new scholars' welcome event and other bespoke donor and supporter events.
- Provide other administrative support to the Operations and Donor Relations team, as required.

Analysis and Reporting

- Regularly check with the Philanthropy team the status of existing gifts, report any changes to the Accounts team and ensure these are recorded on Raiser's Edge correctly.
- Support the regular financial reporting/reconciliation (monthly and quarterly) and report status of any outstanding gifts.
- Work closely with the Accounts team to track the status of any outstanding gifts.

Compliance

- Ensure that role-specific 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 touchpoints and deliverables are recorded on the Raiser's Edge database.
- Ensure work is carried out in compliance with the General Data Protection Regulation (GDPR), PCI and other relevant laws and best practice.

Collaboration and Support

- Support fundraising appeals to ensure that gifts are recorded and acknowledged appropriately.
- Work with the Data team to ensure data management systems are effectively tracking Donor Relations activity on Raiser's Edge.
- Work with tax-efficient bodies/partners such as Charities Aid Foundation (CAF), Transnational Giving Europe (TGE) and Chapel & York (C&Y) to ensure gifts are received and acknowledged.
- Proactively build and maintain excellent working relationships within the Advancement team and more widely.

Project Management

- Project management of donor relations thanking, gift acknowledgment, gift fulfilment, gift admin/processing and reporting tasks, as per agreed SLAs.

- Working with the Donor Relations and Scholarships Manager to deliver donor relations-specific projects in support of the Advancement team' strategic priorities and operational objectives.

Process Improvement

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

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.

General

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

KPIs:

- Delivery of high-quality customer service to donors.
- High-quality support service provided to all stakeholders, ensuring excellent information flow between the Donor Relations team and others within the Advancement department and more widely.
- Production of high-quality materials such as thank you letters, gift reminder/chaser letters, receipts and other reports.
- Timely response to and resolution of enquiries, requests and issues.
- Area/team compliance with necessary processes, procedures and standards.
- Accuracy and integrity of data in business systems.
- Financial accuracy, particularly outstanding pledges, reporting and reconciliation.
- 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.
- Excellent oral and written communication skills, with the ability to communicate effectively to a range of audiences.
- Good attention to detail.
- Good knowledge of Microsoft Office, especially Excel. Ability to run pivot tables, VLOOKUP and other functions and formulas [desirable].
- Confidence with financial administration/processing [desirable].
- Experience of using Raiser's Edge [desirable] or a CRM database.
- Proactive approach to relationship development with colleagues and external supporters.
- Experience of, or interest in, working in a customer-facing environment.

Resources including team management

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Staff	Donor Relations Coordinator
Budgets	No
Date Updated	August 2024