

JOB DESCRIPTION

Job Title	Donor Relations Coordinator		
Reports to	Associate Director Operations and Donor Relations		
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

Advancement is formed of the Alumni Engagement, Giving, 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.

The Development 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.

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. This role in particular co-ordinates and project manages activity across the Advancement department to ensure high quality delivery of a world-class donor relations experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or 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 (e.g. gift acknowledgement/reminder/receipting to donor community).
- Provide first line support within the School, solving routine problems for Donor Relations activity, and providing external and internal stakeholders with the information and/or understanding they need to deliver an excellent service. For example providing information about ways of giving or resolving gift payment issues.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials and donor communications (both written and verbal), working to a clear brief, for use in the provision of an effective and efficient support service.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Collaboration and Support

- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide support (e.g. events, communications campaigns, external benchmarking) to projects across the Advancement Department 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.

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.
- 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.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.
- Positive feedback from project managers.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent is desirable
- May hold vocational qualification.
- Good written and verbal communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism, ideally Blackbaud Raiser's Edge or more generally CRM systems
- Proactive approach to relationship development with colleagues and external supporters.
- 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 of working in a customer-facing environment.

Staff	N/A
Budgets	N/A
Date Updated	26.07.2022