

JOB DESCRIPTION

Job Title	Advancement Coordinator		
Reports to	Head of Operations and Planning		
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.

We believe passionately in the importance of Diversity, Inclusion and Belonging and strive to ensure that our student, 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 department is formed of the Alumni Engagement team, Giving team, Campaign team and the Operations & Donor Relations teams.

The alumni community links over 48,000 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 LBS Hub. The department also delivers several flagship events each year including Reunion, Reunion for New Alumni and it supports several alumni club led events.

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 have recently launched our next school-wide fundraising Campaign in November 2022, with the aim of raising £200m in support of our world-class faculty, research, learning facilities and student scholarships.

The Operations and Donor Relations team enables activity across the department by providing planning, project, events, financial, data, research and donor relations services.

Job Purpose

The Advancement Coordinator provides operational and administrative support across the Advancement department. This will include financial administration, project support, event co-ordination and office administration.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks across Advancement in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within Advancement, solving routine problems and providing stakeholders with the information they need to deliver and excellent service
- Take a leading role in the day to day management of a centralised administration mailbox, ensuring tasks are completed in a timely manner.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained and within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Support event activities, including management of RSVP lists and logistical arrangements.
- Work with other coordinators to support the travel needs of the department, liaising with the School's travel provider and helping prepare for donor visits.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

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 colleagues to help to resolve issues within the team.

Project management

- Provide administrative and ad hoc services (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial management

- Accurately process invoices and expenses
- Input financial data into systems to support the tracking of team/departmental budgets.
- Assist with the quarterly Advancement financial forecasts and the annual budget planning process
- Provide advice and support to the Advancement team on a variety of financial processes and policies

Process Improvement

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

Change Management

- Champion change by role modelling the behavior 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.
- Up-to-date diary management.
- 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.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- High level interpersonal and communication skills and the ability to address a variety of stakeholders.
- Experience in standard financial management processes
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience with CRM databases (Raiser's Edge desirable).
- Experience of software relating to own area of specialism
- Proactive approach to relationship development with colleagues.
- Excellent attention to detail.
- Exceptional time management skills with the ability to organise and prioritise, work under pressure and meet deadlines.
- Ability to interpret and apply guidelines to a specific activity

- Experience supporting multiple clients with differing priorities.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	09/03/23