

JOB DESCRIPTION

Job Title	PA & Team Coordinator		
Reports to	Ramsey Sargent		
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

The Advancement team is engaged in fundraising to support the School's ambitious growth and to secure its position in the premier league of business schools. The Department's key activities are engaging with alumni and friends of the School through alumni programming and fundraising from alumni, friends, corporations, foundations and trusts by developing and leveraging proactive and long term relationships with these constituents. To achieve this, the Department works closely with external bodies and internal departments, such as the Dean, Governing Body, International Alumni Council, faculty, students, staff, alumni, friends, corporations, foundations and others.

In September 2013, London Business School publicly launched its first ever fundraising campaign to raise £100m and 100,000 volunteering hours over the following five years. The Campaign successfully closed two years early in July 2016, having raised £125m and 124,000 volunteering hours.

This is an exciting time to join Advancement with the second campaign due to launch in November 2022.

Job Purpose

The Personal Assistant and Team Co-Ordinator is the key right-hand person for the Executive Director, Alumni Engagement to help support them in their role, leading the Alumni Engagement team to achieve its strategic objectives. This role is key to prioritising the Executive Director's time, ensuring they are well prepared and organised, have necessary papers, support with meetings, presentations and briefings and business and engagement comms with Advancement and wider School community.

The role also supports in organising team events and can expect to support various projects across the Alumni Engagement team.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Diary Management

- Forward planning of the Executive Director's diary. Actively manage the Executive Director's time, ensuring accurate diary management and that the Executive Director has clear sight of what the priorities are for the day/week/month and prep all materials in advance.
- Act as professional, welcoming but robust gatekeeper for the Executive Director's time and attention-through understanding strategic and operational priorities.

Primary Point of Contact for Executive Director's Client-related activity

- Ensure the Executive Director is fully prepared for all client meetings, including research, drafting presentations and follow up.
- Meet and greet visitors, ensuring they receive a first-class, professional and welcoming first impression to the School and to Alumni Engagement.

Meeting Support

- Support Executive Director in all internal and external meetings. Provide support with planning, agenda preparation, presentations, note-taking, av support, action planning and follow up comms, booking venues, catering etc.
- Work with colleagues on client-related events hosted or attended by Executive Director and support any follow up.

Employee Comms & Engagement

- Manage all Executive Director comms channels, e.g. Yammer, presentations, weekly email updates, formal comms/announcements, Advancement Town Hall, School meetings etc.
- Work with Advancement Leadership Team and Senior Management Team on comms to staff from Executive Director and leadership team.
- Support Executive Director and wider leadership team to join up and plan employee engagement initiatives e.g. Team Events.

- Work with Advancement and Central Comms on annual comms plan. Seek advice and guidance from internal comms re messaging, templates and best practice channels etc.
- Support with on-boarding new staff members to Alumni Engagement.

Travel & Expenses

- Successfully organise all Executive Director's travel arrangements for business trips in a timely manner, in line with requirements and within budget.

Project Management

- Provide support to Executive Director on small projects to support planning and implementation; sometimes taking the lead on defined project activities.

Collaboration & Stakeholder Management

- Develop excellent relationships with Advancement, cross School and external colleagues/stakeholders, especially the Dean's office, Governing Body, SMT and Faculty.
- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile.
- Collaborate with business support colleagues to ensure Advancement leadership and management teams are effectively supported during peaks/troughs/holiday etc.

Process Improvement

- Monitor processes, systems and practices within area, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.
- 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, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- 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/Skills/Experience required

- Bachelor's degree or equivalent experience is desirable.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Comfortable using Microsoft Office- including Excel and PowerPoint- and ability to learn new systems at pace
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Positive experience of working within a customer-services orientated environment. PA

Staff	
Budgets	
Date Updated	