

JOB DESCRIPTION

Job Title	Giving Coordinator		
Reports to	Head of Annual Giving		
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

London Business School is a highly respected international business school, comprising a community of celebrated faculty, students, alumni and colleagues.

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 maintain its position in the premier league of business schools.

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 are now preparing to launch our next school-wide fundraising campaign, with an aim of raising £200m in support of our world-class faculty, research, learning environment and diverse student body.

The Giving team – part of the wider Advancement team – secures income from individuals at a range of levels and aims to ensure long-term, sustainable funding for the School by building strong and lasting relationships with our students, alumni and external donors.

The other teams that make up Advancement at LBS are: Operations & Donor Relations, Alumni Engagement, and the Campaign Team.

Job Purpose

The Giving Coordinator is a key administrator for the Giving Team. This demanding role requires establishing excellent working relationships with internal and external stakeholders including senior volunteers, key alumni, and staff. This role will require the ability to juggle projects and push forward multiple initiatives in a fast paced environment. The ability to understand priorities, and lead proactively, is essential to the success of this role.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Support all aspects of the work of the Giving team.
- Overseas travel itinerary planning, submitting expense claims, and extensive and complex diary coordination.
- Assist with the creation of fundraising materials, presentations, data and briefs to a high level of detail and accuracy.
- Administer our fundraising platforms and emailing software
- Give creative input and support the annual fundraising appeals calendar
- Plan the Giving team meetings including agenda, logistics, minute taking, and action-item tracking.
- Accurately process invoices and input financial data into systems to support the tracking of team/departments budgets.
- Any other duties as requested by Head of Annual Giving, Directors, and fundraisers on the Giving team.

Analysis and Reporting

- Work with Head of Annual Giving and Data team to ensure gifts and donor activities are accurately recorded on the Raiser's Edge database in a timely manner.
- Ensure that the personal details of key alumni and prospects are kept clean and up to date on the system.
- Support Director and Deputy Director with income tracking and reporting as needed

Customer Relations

- Work collaboratively with the wider team in providing outstanding customer service across all areas of fundraising and servicing.
- Produce relevant correspondence to support fundraising activities (drafting invitations and letters, proof-reading, etc).
- Act as a primary contact in the Giving team, dealing with and escalating queries as and when required.

Event Delivery

- Providing administrative support of cultivation events (UK and overseas).

- Work with colleagues across Advancement and the School (including strategic events teams) to support key annual events.

Process Improvement

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

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.
- 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.
- Sound working knowledge of standard IT packages including Microsoft Office products, systems and/or databases.
- Experience with CRM databases (Raiser's Edge desirable) and/or emailing software.
- 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.
- 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.
- Experience of working in a customer facing environment.

Resources including team management	
	n/a

Staff	n/a
Budgets	n/a
Date Updated	9 May 2022