

JOB DESCRIPTION

Job Title	Development Manager – Reunion		
Reports to	Deputy Director, Giving		
Department	Advancement		
Job Family	Relationship	Level	3

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 £250m in support of our world-class faculty, research, learning facilities and diverse student community. Following a recent strategic realignment, the new Giving team - part of the wider Advancement team - has been established.

Securing income from individuals at a range of levels, the Giving teams aim is 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 Central Team.

Job Purpose

To manage alumni volunteers and delivery of annual Reunion fundraising programme. To also manage a personal portfolio of prospects/donors to deliver unrestricted gifts at the leadership annual giving level (4 to 5 figure gifts) in support of Reunion and the School's strategic priorities.

This role will be an integral part of planning for the future ambitions of the School and the next Campaign.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management

- Responsible for the management and delivery of the Reunion volunteer fundraising programme in line with agreed KPIs and targets.
- To refine and develop resources available to Reunion volunteers, including collateral that outlines the case for support.
- Proactively manage a portfolio of prospects for individual gifts.
- To meet or exceed portfolio outreach, solicit and financial income targets in line with the School's priorities from annual leadership giving prospects.
- To increase the breadth and depth of current pipeline by building and expanding relationships.
- Manage prospect/donor issues and concerns to achieve the best possible outcome for the individual and the School.

Analysis and Reporting

- Analyse and lead on continuous review of Reunion fundraising, leading on strategic development and changes to streamline volunteer management.
- Utilise the Raiser's Edge database extensively, filing reports in timely manner.
- Follow proper procedures and protocols with systems and general administrative actions.
- Liaise across the team to prepare reports to inform review, planning and decision making.

Collaboration

- Collaborate closely with other team members and departments across the School to enable cross department working, sharing of intelligence, and the identification and maximisation of current/prospective donor relationships – specifically with all Reunion communications, and gift processing and tracking.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.

Process Improvement

- Monitor business processes for own team, plan and carry out regular reviews to identify opportunities for service improvement in light of changing customer/stakeholder needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Financial Management

- Monitor and review financial activity for Reunion to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Support the setting of and delivery of forecasts and budgets.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about by change to help support its successful implementation.

KPIs:

- Development of relationships with current and prospective donors, as well as Reunion volunteers.
- Delivery of high-quality service in own area of specialism.
- Philanthropic income and engagement targets achieved or exceeded.
- Excellent client and stakeholder experiences.
- Production of high-quality presentations and reports where needed.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Up-to-date and accurate financial and relationship information entered into Raiser's edge or provided to team.
- Improvements in processes and procedures in own area.

Knowledge, Qualifications and Skills Required

- Bachelor's degree or equivalent experience
- Understanding of individual fundraising processes and tactics
- Experience recruiting and managing fundraising volunteers to raise money on behalf of a charitable organization
- Proficient at developing relationships and influencing and negotiating at a senior level, internally and externally
- Awareness of the activities of the organisation and competitor business schools.
- Excellent written and verbal communication skills
- Mature, confident and well-presented, able to handle sensitive and confidential information with tact and integrity
- Innovative and energetic
- Excellent attention to detail and accuracy
- Ability to work under pressure, prioritise and meet deadlines
- Self-motivated
- Flexible with a demonstrated commitment to teamwork

- Ability to function in a complex and dynamic environment
- Confident with analysis of quantitative information

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	4 Feb 2022