

JOB DESCRIPTION

Job Title	Senior Manager, Alumni Clubs		
Reports to	Associate Director of Events and Activities		
Department	Advancement		
Job Family	Relationship	Level	4

About the School

At London Business School, we aim 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, and organisations 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 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 2016, having raised £125m and 124,000 volunteering hours.

Job Purpose

To support and develop the Advancement strategic plan that will engage alumni with the School via the regional and professional club network.

To have primary responsibility for the LBS alumni club networks including all regional and professional interest clubs with a focus on strategically prioritised relationships.

To manage and leverage these key volunteer groups to inspire maximum stakeholder investment.

To ensure the club network is promoted and supported; that alumni feel engaged with the community and that volunteers have an outstanding experience.

To work collaboratively across all areas of Advancement and the wider School to leverage opportunities.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Develop tactical engagement plans for own area and lead their implementation to support the achievement of engagement targets.
- Contribute to the development of Key Performance Indicators to support the assessment of the strength/quality of relationships and the impact of engagements.

Relationship Management

- Build and develop lasting relationships with current and prospective club leaders to ensure ongoing sustainability and establish new long term opportunities and relationships.
- Work with club leaders to develop solutions that best meet their needs and those of the School
- Proactively utilise relationship management skills and London Business School knowledge to make connections and spot opportunities to achieve and exceed engagement targets.
- Investigate and assess complex issues raised by club leaders and employ established techniques to resolve the issue and maintain/ improve relationships.

Analysis and Reporting

- Use systems and data to track engagement levels and use this information to make decisions regarding current and planned initiatives.
- Identify trends with prospective or current club leaders, provide insight and suggest action to develop the School's relationships.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Communications

- Create and deliver presentations to targeted audiences when needed, responding to their questions and issues to support the achievement of the School's strategic objectives.

Project Management

- Plan and deliver a range of projects, act as an expert resource or lead a work stream on more complex projects, to ensure delivery against project time, cost and quality standards.

Product/Proposition/Technical Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective client/stakeholder solutions are proposed.
- Develop deep understanding of London Business School and competitor offering and use this knowledge to inform innovative and high-impact client/ stakeholder proposals.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party supplier/contractors against agreed service level agreements where needed to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate and develop relationships.
- Build a network of stakeholders across the School to facilitate improved communication and maintain knowledge of opportunities with club leaders across the School.

Financial Management

- Contribute to the development of and control of relevant budgets to ensure value for money and cost control.

People Management

- Define and communicate the team's priorities and workload, in line with the wider departmental priorities and team job roles. Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve goals.
- Identify team development needs, develop plans and create/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs:

- Development of relationships with current and prospective club leaders.
- Engagement targets met or exceeded.
- Contribution to improvement in performance for the team or department.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Projects delivered on time, on budget and to quality standards.
- Successful recruitment of club leaders.
- Contribution to innovation within own area.
- Strong cross-team working relationships developed with key stakeholders.

- Highly engaged and motivated team demonstrated through engagement and retention levels and excellent performance.
- Evidence of cross-team collaboration.
- Team feedback on clarity of purpose and focus, behavioural and performance expectations, guidance, development and career support.

Knowledge, Qualifications and Skills Required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Experience with management of alumni or similar networks.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience.
- Successful experience developing and motivating a team.

Resources including team management

Two direct reports

Staff	Two
Budgets	n/a
Date Updated	