

JOB DESCRIPTION

Job Title	Platform Support Specialist		
Reports to	Ramsey Sargent		
Department	Advancement		
Job Family	Business Services	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

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 to secure its position in the premier league of business schools. Our Advancement purpose is to nurture our relationships with alumni and friends by walking the journey for life with our community. We aim to nurture this lifelong relationship through a set of comprehensive engagement activities including but not limited to communications, networking and continued learning opportunities. We also aim to inspire, together with all of our colleagues across the School, transformational fundraising to advance the School's vision.

The Advancement team is formed of the Alumni Engagement, Giving, Campaign and Operations & Donor Relations teams under the leadership of the Associate Dean, Advancement and is a part of the school's Engagement Team reporting into the Dean.

The LBS alumni community links more than 50,000 alumni in more than 150 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 LBSHub. It also supports a range of Alumni

Regional and Professional Interest clubs as well as events including Reunion, Reunion for New Alumni and our flagship Worldwide Alumni Celebration.

In November 2022, we launched a school-wide 5-year, £200 million fundraising campaign in support of our world-class faculty, research, learning facilities and student scholarship.

Job Purpose

The Platform Support Specialist is a hands-on role involving all aspects of service delivery and maintenance for the LBS alumni platform. This will include dealing with end-user queries and issues, as well as helping triage, diagnose, recover and avoid technical issues and problems. The ideal person will help drive forward new platform release functionality and work with the external agency to manage upgrades, user testing, and platform enhancements. You will use the latest digital concepts and innovations to improve and enhance the end-to-end total user experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Investigate and resolve operational day-to-day issues referred from across alumni and the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision-making process.

- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.
- Coordinate with supplier regarding bugs, customisations and questions.
- Oversee testing of new features and user experience.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area of specialism, 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.
- Perform continuous process improvement and feedback implementation opportunities.

People Management

- Line manage Alumni Digital Experience and Communications Coordinator.

- Inspire, motivate and nurture team to thrive taking individual preferences into account.
- Create a team that shares a collective purpose and collaborates to achieve great things.
- Enable team to understand that learning drives performance and therefore encourages engagement in relative learning and development opportunities.

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.
- Area/team compliance with necessary regulations/processes.
- 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.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

Essential

- Excellent knowledge of HTML5
- Digital mindset and dedication to user experience and continuous improvement
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Effective communication and influencing skills, ability to network internally and externally
- Ability to manage multiple projects/tasks effectively
- Strong analytical and problem-solving skills
- Positive experience of working within a customer-services orientated environment.

Desirable

- Experience in leading technology-related projects
- LEAN and Design Thinking or equivalent experience
- Experience in creating user journeys and digital assets

As the ideal candidate, you will have experience of supporting complex projects, thinking quickly and keeping calm under pressure. You will have exceptional attention

to detail, be obsessive about the organisation, and ideally have experience coordinating workloads and priorities.

The ideal candidate has a strong background in HTML and is comfortable with CMS systems. You will have hands-on experience working on digital platforms and releasing features to user groups and internal stakeholders.

Staff	
Budgets	
Date Updated	18 November 2022