

JOB DESCRIPTION

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| Job Title | Giving Coordinator | | |
| Reports to | Giving Administration Manager | | |
| 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.

We believe passionately in the importance of Diversity, Inclusion and Belonging and strive to ensure that our student, faculty and staff reflect the rich diversity of our home city; London.

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 secure 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 have recently launched our next school-wide fundraising Campaign in November 2022, with an aim of raising £200m in

support of our world-class faculty, research, learning facilities and student scholarship.

Following strategic realignment carried out in 2019, the Giving team - part of the wider Advancement team – has grown considerably over the past two years. Securing income from individuals at a range of levels, the Giving teams aim is to ensure long-term, sustainable funding at LBS, by building strong and lasting relationships with our students, alumni and external donors.

The Giving team is responsible for securing principal and major gifts, as well as generating multi-year pledges through an Annual Giving programme

Job Purpose

The Giving Coordinator is a key administrator for the Major Gift Fundraisers in 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 forward multiple initiatives in a fast paced environment. The ability to understand priorities, and lead proactively, will be 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 Major Gift Fundraisers within the Giving team. Provide administrative support to the Major Gift fundraisers and within the Giving Team, as required.
- Preparation of supporting materials, presentations, to a high level of detail and accuracy, as required.
- Lead on the Speaker Request Process to support the Major Gift Fundraisers by helping to secure alumni speakers and liaising with event organisers around the School.
- Any other duties as requested by the Giving Administration Manager, Director of Giving, Deputy Director, and fundraisers on the Giving team.
- Manage and assist with a wide variety of departmental admin queries as part of a small group of coordinators via a shared inbox.
- Attend regular monthly Portfolio and Income Review meetings, take notes and actions and ensure these are completed by fundraisers ahead of the next meeting. Work closely with the Prospect Development team.
- Provide administrative support and assistance with regular Giving Team meetings, for example, arranging meetings, drafting agendas and preparing PowerPoint presentations.

Analysis and Reporting

- Work with Major Gift Fundraisers to ensure that significant actions are accurately recorded on Raiser's Edge database in a timely manner.
- Work closely with the Data team to ensure that the personal details of key alumni and prospects are kept up to date on the system and in compliance with our Privacy Policy.
- Support the Giving Administration Manager with income tracking and reporting.
- Champion high standards, data integrity and compliance within the Giving team.

Customer Service

- Work collaboratively with the immediate and wider team in providing outstanding customer service across all areas of fundraising and servicing.
- Act as a primary contact in the Giving team, dealing with and escalating queries related to the Major Gift Fundraisers as and when required.
- Represent the Giving Team at regular monthly Advancement Coordinators meetings.

Event Delivery

- Providing administrative support in preparation of key strategic events (UK and overseas), working closely with the Strategic Events Manager and the Giving team.

Process Improvement

- Proactively review business processes within own area of specialism and make suggestions to improve efficiency.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- 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, systems and/or databases.
- Experience with CRM databases (Raiser's Edge desirable).
- 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.

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| Staff | n/a |
| Budgets | n/a |
| Date Updated | 08/12/2022 |

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| Resources including team management |
| n/a |