

JOB DESCRIPTION

Job Title	Advancement Co-ordinator		
Reports to	Senior Manager, Operations		
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

Advancement is formed of the Alumni Engagement, Giving, and Operations & Donor Relations under the leadership of the Associate Dean, Advancement.

The alumni community links more than 45,000 alumni in more than 130 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. Alumni interests are represented by the Alumni Council made up of 25 elected alumni together with five representatives of the School, including the Dean. The Council reflects the geographical diversity of alumni as well as a range of the Schools programmes and different generations of alumni.

The Development team raises the philanthropic funds needed to support the School's ambitious growth and to secure its position in the premier league of business schools. It works closely with the Dean, faculty, alumni, friends, corporates, foundations and others to secure funds needed to support faculty chairs, research initiatives, scholarships and campus development

The Operations and Donor Relations Team enables activity across the department by providing planning, project, financial, research, data and donor relations services.

Job Purpose

To provide operational and administrative support across the Advancement Department. This will include financial administration, project support, event co-ordination and office administration.

The job will be highly collaborative across all teams within Advancement, with both regular responsibilities and the opportunity to get involved in a wide range of projects and activities. The role will suit a candidate who enjoys a fast-paced and varied work environment.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks across Advancement in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the Advancement, solving routine problems and providing stakeholders with the information they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Support event activities, including management of RSVP lists and logistical arrangements.
- Work with other co-ordinators to support the travel needs of the department, liaising with the School's travel provider and helping prepare for donor visits.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Collaboration and Support

- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for colleagues to help to resolve issues within the team.

Project Management

- Provide administrative and ad hoc services (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and expenses, and input financial data into systems to support the tracking of team/department budgets.
- Provide advice and support to the Advancement Team on a variety of financial processes and policies

Process Improvement

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

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

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.
- Team performance and customer satisfaction (for Operational Team Leaders only).

Knowledge/Qualifications/Skills/Experience required	
	<ul style="list-style-type: none"> • Further education or equivalent. • May hold vocational qualification. • Good communication skills and the ability to address a variety of stakeholders. • Sound working knowledge of standard IT packages, systems and/or databases. • Experience of software related to own area of specialism. • Proactive approach to relationship development with colleagues. • Good attention to detail. • Good time management skills with the ability to organise and prioritise. • Good team working skills and the ability to work collaboratively. • Ability to interpret and apply guidelines to a specific activity. • Experience in standard financial management processes. • Experience of working in a customer facing environment. • People management experience (for Operational Team Leaders only).

Staff	N/A
Budgets	N/A
Date Updated	12.01.2022