

# JOB DESCRIPTION

<b>Job Title</b>	<b>Database manager</b>		
<b>Reports to</b>	<b>Head of Data in Advancement</b>		
<b>Department</b>	<b>Advancement</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## 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 students, 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

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.

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

The alumni community links more than 49,000 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.

The Giving 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.

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, with an aim of raising £200m in support of our world-class faculty, research, learning facilities and student scholarship.

### **Job Purpose**

The purpose of this post is to deliver full database capability to better enable the Advancement department and wider School community to reach out and build alumni engagement (including philanthropic support)

By managing the update of all Raiser's Edge documentation and provision Raiser's Edge training, both to new staff and ongoing "top up training" as required, they will enable their colleagues to best use the fundraising tools available to them. They will work closely with both the giving and engagement teams, to enhance their experience of the database and enable wider use of the system.

They will analyse changing requirements to ensure the system (currently Raiser's Edge) continues to fulfil the future needs of the Advancement Department needs going forward. They will liaise with the Head of Data to make changes that will enhance the work of all teams in Advancement.

They will support the Head of Data with school wide information systems projects such as data maturity and the update of internal systems, and the Data Privacy & Security Committee.

They will also be responsible for ad hoc analysis requests and be the first port of call for more complex data issues. They will identify problems, offer solutions and keep the data issue log up to date, providing reports as required.

Along with the data analyst, they will mentor the data coordinator, ensuring their own knowledge and systems expertise will be used to enable the role holder to develop. They will support them in timely provision of data provision to the wider Advancement and School wide audience

### **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.
- Resolve operational day-to-day issues referred from across 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.

## **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.

## **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.

## **People Management**

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

## **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 of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- 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.
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Knowledge/Qualifications/Skills/Experience required	
<ul style="list-style-type: none"> <li>• May hold a vocational qualification</li> <li>• Experience of working with a relational database, including system knowledge, such as Raiser's Edge.</li> <li>• Experience of working on database requirements analysis and upgrade.</li> <li>• Excellent oral and written communication skills and ability to deliver training and information clearly and accurately, to a variety of stakeholders</li> <li>• Microsoft Office suite to advanced level, particularly Excel. Knowledge of query tools such as SQL is desirable</li> <li>• Able to filter information and assess priorities.</li> <li>• Proactive approach to relationship development with colleagues.</li> <li>• Meticulous attention to detail.</li> <li>• Able to think ahead and anticipate needs before they arise.</li> <li>• Able to exercise discretion in dealing with confidential or sensitive matters.</li> <li>• Confident and able to work on own initiative and with limited supervision.</li> <li>• Good time management skills with the ability to organise and prioritise.</li> <li>• Good team working skills and the ability to work collaboratively.</li> </ul>	
Resources including team management	

<b>Staff</b>	<b>0</b>
<b>Budgets</b>	<b>0</b>
<b>Date Updated</b>	<b>22/11/2022</b>