

JOB DESCRIPTION

JOB TITLE:	Alumni Relations Coordinator		
DEPARTMENT:	Advancement		
REPORTS INTO:	Senior Alumni Relations Manager, Executive Education Programmes	JOB LEVEL	2

ABOUT LONDON BUSINESS SCHOOL

It is the Vision of London Business School to have a profound impact on the way the world does business.

OVERVIEW OF DEPARTMENT

The Advancement group encompasses Alumni Relations, Annual Giving and Development. Its purpose is to lead on the development and enhancement of the London Business School community. The group's key activities are managing our relationship with our alumni, fundraising from individuals, corporations, foundations and trusts 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, faculty, students, staff, alumni, friends, corporations, foundations and others. Members of the Advancement department at all levels have a major role to play in the success of the School's advancement efforts by working to build important relationships and promote the image of the School.

OVERVIEW OF THE JOB

As a member of the Alumni Relations and Annual Giving team, the post-holder will support the work of the Alumni Relations team with a focus on supporting regular London Alumni Club and alumni professional interest club events, supporting the annual flagship alumni events of Reunion, Reunion for New Alumni and Worldwide Alumni Celebration and providing administrative and project support to the team.

KEY AREAS OF RESPONSIBILITY

KEY PERFORMANCE INDICATORS (KPIs)

SUPPORT ALUMNI EVENTS

- Market events to alumni by compiling monthly UK Events e-newsletter, posting on Portal as appropriate and sending mail merge emails
- Be point of contact for speakers at London Alumni Club and professional interest club events, Reunion, Reunion for New Alumni and WAC London, answering queries and obtaining biographies and slides etc.
- Register guests at London events and assist with set-up of room(s) as necessary
- Manage guest lists, including managing responses, tagging attendees in database and circulating lists to the Advancement team and other staff as appropriate
- Follow up with attendees post event to thank and circulate papers/slides as appropriate
- Oversee on-the-day Reunion marketing including decoration of the registration area and campus banners and posters
- Oversee staff volunteer briefing for Reunion
- Manage stewardship of Reunion volunteers and speakers, drafting thank you notes, purchasing gifts etc.
- Coordinate Reunion attendee and non-attendee feedback process
- With support from Alumni Relations Manager, Clubs and Events, oversee execution of London WAC
- Monitor wac@london.edu, answering volunteer queries and flagging issues to the Alumni Relations Manager, Clubs and Events

CUSTOMER SERVICE

- With Alumni Relations and Annual Giving Assistant, serve as point of contact for alumni queries, managing email and telephone queries
- Constantly review customer service provided and formulate appropriate action required to ensure excellent customer service is always demonstrated

PROVIDE ADMINISTRATIVE PROJECT SUPPORT TO TEAM

- Assist in the production of Powerpoint presentations
- Assist in the process by which students and participants roll-over to alumni status
- Compile 'Classnotes' section of AlumniNews magazine
- Manage Alumni Relations meetings, booking rooms, AV and catering as required
- Book travel arrangements in the UK and overseas
- Navigate Portal, DMT, and SchoolDB and update records as required

OTHER

- Maintain awareness of web site and Portal content for Alumni Relations and Annual Giving, making suggestions for updated or refreshed content
- Develop relationships across the School to further Advancement priorities

Any other tasks as reasonably requested by line manager

JOB DESCRIPTION

KNOWLEDGE/QUALIFICATIONS REQUIRED	SKILLS/EXPERIENCE REQUIRED
<ul style="list-style-type: none"> • Administrative experience; experience of supporting a team is an asset • A Levels and degree educated preferable • Must be IT literate, with proficiency in Microsoft Office (i.e. Power Point, Excel, Word, Outlook) • Knowledge of the higher education sector/business schools is an asset • Understanding of Advancement or the Charity Sector is an asset • Comfortable working in demanding, fast-paced office environment 	<ul style="list-style-type: none"> • Experience within a professional fundraising operation is an asset • Excellent customer service • Excel in working in a collaborative team environment. • Detail-oriented, well-organised and able to multi-task. • Flexible and willing to help out when needed; ‘can do’ attitude • Able to build rapport with people at all organisational levels, comfortable dealing with senior internal and external contacts • Diplomatic and personable • Excellent organisational skills; keen and able to learn about the organisation quickly • Discretion and confidentiality • Experience working with volunteers is an asset • Strong communication and writing skills • Proactive nature in tackling work

KEY STAKEHOLDERS/CONTACTS	
<ul style="list-style-type: none"> • Alumni, and other annual fund and reunion donors • International Alumni Council • Advancement team • Staff (especially in Accounts and Operations) 	

Hours of Work:	35 hours – standard office hours
Benefits: (standard text here)	London Business School offers its staff a wide range of professional development opportunities. Other benefits include generous holiday entitlement, season ticket loan, generous pension scheme and on-site swimming pool, sauna and gym. For a full list of benefits, please visit our website, www.london.edu

COMPETENCY	JOB LEVEL				
	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
COLLABORATIVE WORKING					
Respect for Others	✓	✓	✓	✓	✓
Networking	✓	✓	✓	✓	
Conflict Handling	✓	✓	✓		
Team Working	✓	✓	✓	✓	✓
Organisational Awareness	✓	✓	✓	✓	✓
CUSTOMER FOCUS					
Reputation & Relations	✓	✓	✓	✓	✓
Service Delivery	✓	✓	✓	✓	✓
Global Awareness	✓	✓	✓	✓	
Negotiating & Influencing	✓	✓	✓		
Commercial Acumen	✓	✓	✓		
Fundraising	✓	✓	✓	✓	
CREATIVITY					
Creative Thinking	✓	✓	✓	✓	
Problem Solving & Decision Making	✓	✓	✓	✓	✓
Analysing & Using Evidence	✓	✓	✓		
Strategic Vision & Direction Setting	✓				
OWNERSHIP & ACCOUNTABILITY					
Planning & Organising	✓	✓	✓	✓	
Drive & Enthusiasm	✓	✓	✓	✓	✓
Communication	✓	✓	✓	✓	✓
Results Orientated	✓	✓	✓		
Professional/Technical	✓	✓	✓	✓	
Sustainability & Health and Safety	✓	✓	✓	✓	✓
LEADING & MANAGING					
Leading / Managing / Team Leading	Leading	Managing	Team Leading		
Managing Performance	✓	✓	✓	✓	✓
Develops Self & Others	✓	✓	✓	Self	Self
Change	Leading	Managing	Handling		
MANAGING RESOURCES					
Processes & Systems	✓	✓	✓	✓	✓
Money	✓	✓	✓		
Projects & Programmes	✓	✓	✓		
Knowledge & Information	✓	✓	✓	✓	