



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Alumni Relations Assistant

Department/Division: LSE Advancement
Accountable to: Head of Alumni Relations

Job Summary:

The Alumni Relations Assistant will provide project, administrative and logistical support to the Alumni Relations team, in support of the School's alumni engagement goals.

You will provide first line response to alumni queries, provide programme support for events and group activities and work with colleagues across the office and the School to maintain high standards of alumni data.

Duties and Responsibilities

Knowledge and Experience

- Provide first line response and support to alumni queries.
- Assist in updating the alumni database with information from email or written correspondence, meetings, telephone conversations or feedback from events on a daily basis.
- Maintain specific sections of the alumni website, including the events calendar
- Create and send targeted emails through the CMS
- Assist the Events team with processing event bookings, providing administrative support as required for pre- and post-event logistics

Planning and Organising

- Provide administrative support to the Alumni Relations team, including ordering supplies, booking rooms, organising meetings and taking minutes as required.
- Maintain alumni LinkedIn groups, monitoring and approving membership requests and enquiries

Communication

- Act as the first point of contact in dealing with all alumni queries – by email, phone and in person

Liaison and Networking

- Assist the Alumni Relations team in supporting volunteers, regional alumni groups and



special interest groups.

- Liaise with office colleagues, School departments and Divisions to gather information in relation to alumni queries and to highlight and address issues and opportunities relating to the alumni relations programme

Teamwork and Motivation

- Work with colleagues on ad hoc projects as required.

Service Delivery

- Providing face to face alumni support and engaging with alumni and guests at events, ensuring a high level of customer service at all times.

Investigation, Analysis and Research

- Generate regular business reports on alumni queries

The post holder must be willing to work outside office hours as and when required, for which time off in lieu will be given.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.