



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Head of Alumni Engagement (Maternity Cover)

Department/Division: Philanthropy & Global Engagement (PAGE)

Accountable to: Executive Director of Alumni Engagement & Individual Giving (once appointed) / Director of Supporter Engagement

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level or equivalent.	E
	Demonstrable experience of managing an alumni relations/engagement or membership team for a global community, with a track record of achieving significant engagement	E
	Demonstrable experience of managing teams through periods of significant change, whilst maintaining excellent outcomes	E
	Experience in the design, implementation and oversight of an engaging programme of activities/events for alumni/members and appropriate constituents, in the UK and internationally.	E
	Experience working with senior stakeholders internationally, with high cultural competency.	E
	Experience of working with senior institutional staff and stakeholders across a large organization.	E
	Understanding of and commitment to the highest standards of relationship management	E
	Experience of working with a complex alumni/member relationship database	E
	Experience of analysing data to monitor and improve a service.	E
Experience of negotiating with multiple decision-makers and stakeholders	E	
Communication	Excellent written and oral communication skills, including the ability to convey complex information in an appropriate manner and format	E
	Excellent negotiation skills, including influencing others at a senior level	E
	A high level of discretion in dealing with personal records and confidential communication	E



	<p>Ability to deal with a wide range of stakeholders, including high level volunteers, understanding their needs and motivations</p> <p>Ability to create and understand a variety of reports relating to alumni engagement and team performance</p> <p>Ability to produce, edit and oversee high-quality written work, ensuring accuracy, excellent presentation and attention to detail</p> <p>Ability to draft programme outline proposals or similar, marketing brochures, personalised letters, reports, news articles and general correspondence in an office environment</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Teamwork and Motivation	<p>Strong leadership skills and a collaborative management style, with a proven record of delivering outcomes at speed</p> <p>Team management expertise, including coaching, mentoring and motivating staff in delivery of responsibilities</p> <p>Ability to work closely with and contribute to/support the work of several teams within the office and around LSE</p> <p>Self-motivation, ability to work proactively and on own initiative, both on long term projects and short deadlines</p> <p>The ability to form and communicate a clear vision of the goals to be achieved by a team</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Initiative and problem solving	<p>Ability to resolve complex problems</p> <p>Experience and judgement in making decisions that could have a significant impact on the PAGE team and the School as a whole, and demonstrate understanding for when to consult on such decisions</p>	<p>E</p> <p>E</p>
Service Delivery	<p>Ability to set and deliver high service standards</p> <p>Ability to develop policies and procedures to support business processes and consistency of communications materials</p>	<p>E</p> <p>E</p>
Investigation, analysis and research	<p>Ability to gather and analyse complex data and draw strategic conclusions that will enhance the supporter engagement and campaign strategy</p>	<p>E</p>
Liaison and Networking	<p>Ability to build and develop professional relationships with internal and external contacts at all levels</p> <p>Diplomatic, persuasive and credible at a senior level, possessing the professional gravitas that will engender the respect of key stakeholders including the academic community</p> <p>The ability to motivate and persuade others within the School with whom there are working relationships</p>	<p>E</p> <p>E</p> <p>E</p>



Planning and Organising Resources	Ability to develop a strategic alumni engagement plan that will enable LSE to achieve its ambitious targets, taking into account available resource, and setting out milestones and deliverables, in line with wider campaign, PAGE and School objectives	E
	Ability to organise own work and that of others in delivering multiple tasks and events, responding effectively to changing deadlines and conflicting priorities	E
	Ability to set and achieve activity and financial targets	E
Other	Flexibility to work outside normal working hours, including international travel	E

E – Essential: Requirements without which the job could not be done.

HD – Highly Desirable: Requirements that would enable the candidate to perform the job very well

D – Desirable: Requirements that would enable the candidate to perform the job well.