



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: Alumni Engagement Regional and Thematic Lead

Department/Division: Philanthropy & Global Engagement (PAGE)

Accountable to: Alumni Engagement & Volunteering Manager

Competency	Criteria	E/D
Knowledge & Experience	Educated to degree level or equivalent	E
	Experience working in an alumni engagement, stakeholder or volunteer management portfolio in a fundraising or higher education context	E
	Experience working with donors, volunteers and advocates, understanding their needs and motivations	E
	Experience of managing projects with the ability to plan and deliver projects working with multiple stakeholders	E
	Experience of working across a large complex organisation and successfully influencing others	E
	Experience in a dedicated events, programme or project manager role	E
	Experience of working with international audiences, with awareness of cultural nuances	D
Communication	Excellent verbal and written communication skills and ability to convey information to a range of audiences in a clear, concise and confident way	E
	Ability to produce high-quality, compelling written work and marketing content including email campaigns, personalised letters, engagement plans etc to deliver and reflect innovative programming	E
	Experience of using content management and email marketing systems to send communications	E
	Confident with social media and production of social media content	E



Teamwork & Motivation	Collaborative working style and ability to work closely with, contribute to, and support the work of several teams within PAGE and around LSE	E
	Positive attitude, 'can do' approach and ability to be solution focused when challenges arise	E
	Ability to flex from a project leader to a project member	E
Liaison & Networking	Ability to build and maintain excellent working relationships with internal and external colleagues/stakeholders at all levels in order to deliver objectives	E
	Excellent ability to influence and negotiate with stakeholders at different levels	E
	Diplomatic, tactful and discreet with an impeccable customer service ethic	E
Service Delivery	Motivated by high standards, ability to work accurately and systematically with excellent attention to detail	E
	Ability to analyse data to draw conclusions and make informed recommendations (through engaging reports) that will enhance alumni engagement programmes	E
	Excellent digital literacy to create content and support a team to deliver digital programmes (and positive approach to learning new skills)	E
	Good IT literacy, including ability to use Excel to a high level such as compiling and manipulating large quantities of data into a useable format (eg. mail merges, tracking etc)	D
Planning & Organising Resources	Excellent organisational skills with evidence of planning multiple pieces of work in order to meet deadlines	E
	Proven ability to identify and solve a range of problems in a straightforward manner with minimal guidance	E
	Ability to anticipate challenges and address them quickly	E
Other	Flexibility to work outside normal working hours on events and overseas	E

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

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