



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: Planning and Performance Manager

Department/Division: LSE Philanthropy and Global Engagement
Accountable to: Deputy Director of PAGE Operations

Background

The London School of Economics and Political Science (LSE) is entering an exciting period in its near 125-year history. LSE 2030 will deliver a new strategic direction that will preserve and build on LSE's status as a world leading social science university that educates brilliant minds and creates knowledge that can transform global societies for a global impact.

In November 2021, LSE launched the public phase of Shaping the World, a major philanthropy and engagement Campaign to underpin the LSE 2030 goals and to help shape the world in the process. More than 60% of our Campaign goal has been raised so far and there is huge momentum building as we advance the public phase. The LSE Philanthropy & Global Engagement Division (PAGE) serves, engages and works in partnership with alumni and friends, staff and students, volunteers, donors, global partners, organisations and the wider community to further the strategic aims of the School. These reciprocal relationships increase engagement with LSE across the world and increase philanthropic income and strategic partnerships for agreed School priorities.

Within PAGE, the **Alumni, Supporter Engagement and Operations (ASO)** function is responsible for delivering a holistic and integrated programme and infrastructure which enables LSE's community of alumni, donors, volunteers, partners and other friends to have a meaningful and enduring relationship with the School in support of strategic LSE goals. The team of c40 is led by the PAGE Operational Director/Director of Alumni and Supporter Engagement, Deputy Director of PAGE Operations, and Deputy Director of Alumni and Supporter Engagement.

ASO sits beside the other functions within PAGE of **Development** (philanthropy), **Corporate Engagement**, and **Global Academic Engagement**.

Within ASO, the Operations team is responsible for providing an effective infrastructure for philanthropy and engagement programmes. It consists of **Systems & Data**, **Income Management & Services**, **Business & Office Management** and **Planning & Performance** functions.

Job Summary

Reporting to the Deputy Director of PAGE Operations, the Planning and Performance Manager is responsible for ensuring that there are the right measures in place to track progress against our strategic plans, monitor PAGE performance and effectively deliver operational planning and budgeting on an annual basis. The Planning and Performance Manager provides support to the Senior Leadership Team including coordination of PAGE wide reporting, maintenance of the strategic risk register and identification of blockers and opportunities to our strategic plans. They support management teams not only in asking the right questions but also driving accurate conclusions from available reporting and data.



Duties and Responsibilities

Strategic Performance

- Support Senior Leadership Team (SLT) in developing Strategic and Campaign plans and ensuring they align with LSE's strategy and priorities.
- Support development and implementation of strategic approach to measuring and reporting on ROI and net income.
- Oversee and monitoring implementation of the Strategy, including high-level implementation plan, milestones and financial and non-financial targets and KPIs, to enable progress monitoring.
- Support development, implementation and monitoring of Strategic Risk register for PAGE.
- Ensure that individual teams' strategies and operational plans are aligned and progress PAGE strategic goals.
- Provide SLT with insights helping to drive strategic decisions, monitor teams' and individual's performance and deliver results.
- Proactively identify risks, blockers and opportunities to strategic plans. Challenge and support colleagues in mitigating risks, removing blockers and maximising opportunities.
- Support PAGE Operational Director and SLT in challenging ways of working and the status quo in PAGE operating model (or aspects of it) and proactively identify and provide actionable solutions/ supports their implementation.

Information Management

- Implement a strategic approach to reporting that helps PAGE leadership teams to understand performance against its strategic plans and objectives. Brief reporting requirements on behalf of SLT to Reporting and Insight team.
- Collaborate with Reporting and Insight team in proactively identifying reporting and insight needs that are fundamental for progressing PAGE's strategic objectives.
- Provide monthly reports, information and advice for budget holders to empower them to manage their expenditure budgets throughout the financial year, and to account for variances as appropriate.
- Produce PAGE internal reports for other divisions of LSE, as briefed by PAGE Operational Director or other SLT members.
- Carry out analyses of PAGE wider reporting (e.g., Mid-Year/End of Year report) and provide SLT with relevant and actionable insight.
- Lead on coordination and delivery of the PAGE wide reports, including CASE Ross sector survey.
- Support teams within the PAGE as needed in developing their KPIs.

Financial Management and Business Planning

- Develop, implement and maintain PAGE annual planning cycle, including dependencies, aligning and prioritising activities at the PAGE level.
- Work closely with Operational Director, SLT and Heads of Teams to set expenditure budgets and longer-term income targets (including ROI), monitor variance, and provide advice and recommendations as appropriate.
- Work with Finance and Chief Operating Officer's office to ensure organisational alignment of the planning/budgeting cycle with the LSE wider operations.
- Ensure that there is process in place to allow for end of year activities to be planned for and delivered efficiently.

Communication

- Deliver timely and appropriate communication to the relevant stakeholders around processes, frameworks and schedules implemented.
- Develop and deliver appropriate training sessions for new processes, reporting and KPIs, so there



- is a PAGE wide understanding of the planning cycle and performance measures in place.
- Connect with peers across LSE and actively participating in established networks to share knowledge and learnings about information management across LSE.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

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.