



## 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 Supporter Relations (Maternity Cover)**

**Department/Division: LSE Philanthropy and Global Engagement**  
**Accountable to: Deputy Director of Alumni & Supporter Engagement**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Educated to degree level or equivalent work experience	E
	Experience of complex event management, including overseas	E
	Experience of managing leadership/VIP volunteers	E
	Experience in a fundraising organisation	E
	Experience of working in a large complex organisation	E
	Experience of working with and staffing senior personnel (i.e. C-Suite) and stakeholders	E
	Understanding of and commitment to the highest standards of relationship management and donor stewardship	E
	Understanding of the issues facing higher education and a commitment to the case for support for universities	E
	Experience of working with a complex donor/client relationship database	E
	Experience of successfully managing a team	E
	Experience of working in the Higher Education sector	D
	Experience of a major fundraising campaign	D
Experience of cultivating major donors	D	
<b>Communication</b>	Excellent written and oral communication skills, including the ability to convey complex information in an appropriate manner and format	E



	<p>Excellent influencing and negotiation skills</p> <p>A high level of discretion in dealing with personal records and confidential communication</p> <p>Ability to deal with a wide range of stakeholders, including high level donors and their representatives, understanding their needs and motivations</p> <p>Ability to create and understand a variety of reports relating to donors, donations and 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 stewardship 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> <p>E</p> <p>D</p>
<b>Teamwork and Motivation</b>	<p>Strong leadership skills and a collaborative management style</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</p> <p>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>
<b>Initiative and problem solving</b>	<p>Ability to resolve complex problems</p> <p>Experience and judgement in making decisions that could have a significant impact on the Advancement team and the School as a whole, and demonstrate understanding for when to consult on such decisions</p>	<p>E</p> <p>E</p>
<b>Service Delivery</b>	<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>
<b>Investigation, analysis and research</b>	<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>
<b>Liaison and Networking</b>	<p>Ability to build and develop professional relationships with internal and external contacts at all levels</p>	<p>E</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	E
	Ability to motivate and persuade others within the School with whom there are working relationships	E
<b>Planning and Organising Resources</b>	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
	Ability to efficiently organise a comprehensive supporter relations programme as a critical element in the overall design and implementation of a capital campaign.	E
<b>Other</b>	Flexibility to work outside normal working hours from time to time	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.**