



## 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: Head of Supporter Relations (Maternity cover) 12 months fixed-term**

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

### **Background**

In November 2021 The **London School of Economics and Political Science** (LSE) launched the public phase of Shaping the World, a major philanthropy and engagement Campaign. It is helping to deliver a new strategic direction that will preserve and build on LSE's status as a world leading social science university, educating brilliant minds and creating knowledge that can transform global societies for global impact.

LSE's **Philanthropy and Global Engagement** Division (PAGE) serves, engages and cultivates a reciprocal relationship with alumni and friends, staff and students, volunteers, donors, global partners, organisations and the wider community to increase engagement, philanthropic income and strategic partnerships for agreed School priorities.

The **Alumni and Supporter Engagement** function in PAGE delivers an engaging programme of services, resources, events, communications, donor relations, giving, and volunteering opportunities for alumni, donors and other friends. It consists of four areas: **Alumni Engagement**, **Supporter Relations** (donor relations and events), **Regular Giving**, and **Communications**.

Within this, the **Supporter Relations** team coordinates, plans and delivers a portfolio of activities which enhance the relationship between LSE and its supporters.

### **Job Summary**

The **Head of Supporter Relations** is a senior role within PAGE, responsible for developing and delivering an outstanding programme of events and donor stewardship, and coordination of activity with Campaign senior volunteers and wider honorary and emeritus groups to facilitate and maintain mutually beneficial and enduring relationships between alumni, friends, partners, supporters and the School.

This incorporates:

- A comprehensive annual events programme for LSE's alumni and supporters: in-person and online in London and around the world
- A comprehensive and structured donor relations programme to thank, recognise, inspire and report back to LSE's donors to show the impact of their support
- Coordination of activity with Campaign senior volunteers
- Lifetime stewardship and engagement programmes for LSE's honorary and emeritus groups, including creation and delivery of honorary awards events

The Head oversees a team of five: Events Manager, Events Officer, Donor Relations Manager, Donor Relations Officer and Supporter Relations Manager – Honorary and Emeritus Liaison. Provision for further resource is in place once the postholder has undertaken an audit of the team and its needs. As a member of the Alumni and Supporter Engagement management team, the postholder is required to contribute to strategy and plans for the function and the department as a whole.



## Duties and Responsibilities

### Strategic and Operational Management

- Lead Team to develop and deliver plans and programmes for supporter relations ensuring activities are aligned with fundraising and engagement goals, and are contributing to ambitious targets
- Produce financial and management reports relating to the Supporter Relations programme.
- Actively engage in sector-wide networks to identify best practice and to inform strategy
- Ensure all colleagues receive an outstanding support service, recognising the distinct needs of major gift, leadership gift, trust and foundation, and corporate partnership teams in cultivating and stewarding their relationships with LSE supporters
- Develop policies, procedures and standards to underpin the supporter relations programme.
- Manage the Supporter Relations function's budget, supervising expenditure and ensuring compliance with the School's purchasing policies and financial regulations
- Confidently assess what does and does not work in our current offering, and make data-informed observations and recommendations to improve the programme accordingly
- Act as an expert resource for School and development colleagues regarding practices for high quality stewarding of donors, alumni and supporters.

### Event Management

- Lead the annual PAGE events planning cycle, working with colleagues across the division to develop a strategic cultivation and stewardship events programme in support of Campaign priorities
- Lead the Team to deliver this annual programme of innovative and inspirational engagement events for alumni, donors, volunteers and wider supporters
- Assign a lead for each event, and have oversight of planning process to ensure successful planning and delivery of outcome driven events
- Embed standardised events processes and ways of working to ensure best practice in events management, and opportunities for team learning and development
- Attend UK and international events as required
- Provide oversight of event briefings for the LSE President & Vice-Chancellor, Chief Philanthropy Officer and other senior stakeholders.

### Coordination of activity with Campaign Volunteers, Honorary & Emeritus groups

- To oversee the development and implementation of frameworks and ways of working with Campaign Senior volunteers, ensuring colleagues have the tools and resources to work effectively with these individuals to maximise impact for the School
- Lead the team to establish and implement a new programme for how the School works with, and stays connected to, distinguished groups of long-standing supporters and friends of LSE
- Working with colleagues across the School, oversee the development of new volunteer engagement/lifetime stewardship programmes for Honorary and Emeritus groups including creation, planning and delivery of honorary awards ceremonies, and associated programme of events.

### Donor Relations

- Lead the Team to develop and implement a comprehensive stewardship framework to ensure efficient and effective delivery of impactful stewardship across all areas of giving
- Build a sector-leading donor experience that acknowledges, recognises and reports on the transformational impact of philanthropy at LSE
- Devise and implement policies and processes to support stewardship of all supporters – donors, partners and alumni leadership volunteers – and ensure consistency across the division
- Implement a comprehensive naming policy to ensure consistency in naming across the School
- Ensure Team has processes in place for consistent donor reporting, thanking and acknowledgement, recognition and all stewardship activities
- Ensure collaboration with Systems & Data to ensure effective recording, tracking and monitoring of stewardship information and actions in the CRM, to enable effective and efficient delivery of stewardship items and ensure deadlines are met



- Look for opportunities to develop innovative programmes and projects to thank and steward donors
- Liaise with colleagues in our USA office and with LSE's East Asia and China representatives to coordinate all global donor relations activity
- Ensure the donor relations function develops in-depth knowledge of individual donors, trusts and corporate supporters – working with Development colleagues to understand their donors' motivations for giving and their relationships with LSE.

#### **Staff Management**

- Provide exceptional management, motivation, leadership and direction to the Supporter Relations function to ensure collective skills and priorities contribute to measurable success.
- Select, recruit, induct, coach and develop the team as appropriate in delivering a high-quality service to stakeholders and supporting LSE's fundraising objectives.
- Conduct regular one-to-one meetings and career development reviews, proactively setting objectives and performance metrics, evaluating individual progress against objectives and PAGE targets, and identifying individual and team development needs.

#### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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 postholders) 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 postholder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.