



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: Donor Relations Officer

Department/Division: Philanthropy & Global Engagement (PAGE)
Accountable to: Donor Relations Manager

Background:

The London School of Economics and Political Science (LSE) is entering an exciting period in its 125-year history. LSE 2030 provides 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.

LSE's **Philanthropy and Global Engagement (PAGE)** division engages with alumni, supporters and friends, volunteers, organisations and the wider community to support their lifelong relationship with LSE, further the strategic aims of the School and to increase philanthropic income for agreed School priorities.

The **Alumni & Supporter Engagement** team facilitates meaningful, mutually beneficial and enduring relationships with and between alumni, donors, volunteers, staff, students and other friends of the School. It does this through managing programmes relating to: global alumni engagement, the new Alumni Centre, supporter services, alumni and supporter communications, donor stewardship and relations, events organisation, and volunteer management.

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

Job Summary:

The Donor Relations Officer will be responsible for planning, delivering and monitoring comprehensive and structured stewardship activities to thank, recognise and report back to LSE's major donors to show the impact of their giving and provide an excellent LSE donor experience.

Through delivery of timely, inspiring and consistent stewardship, the Donor Relations Officer will foster and enhance positive relationships between supporters and the School to facilitate and maintain mutually beneficial and enduring relationships.

This role will require high levels of collaboration with colleagues and key stakeholders across PAGE and LSE to ensure the smooth and successful delivery of excellent stewardship and to provide a positive donor experience. They will need to effectively manage the relationships with stakeholders and suppliers to ensure stewardship activities and projects are delivered on time, on budget and meet objectives.

The Donor Relations programme will cover all philanthropy and priority support areas including, but not limited to: student support, research, capital projects, legacy giving, and all other priority projects.



Duties and Responsibilities

Delivery

- To ensure that all donors are stewarded in line with gift agreements and stewardship matrix, on time and on budget
- To ensure seamless delivery of professional and high-quality stewardship, with high level of attention to detail
- To plan, coordinate and deliver stewardship activities (as assigned by Manager) in accordance with stewardship matrix and agreed programmes, including but not limited to:
 - The thanking process
 - The reporting process (content gathering, writing and designing for individual and group reports, including endowment reporting)
 - Gift Announcement processes
 - Digital stewardship (including videos)
 - Scholarship stewardship programme
 - Creative/bespoke stewardship (including gift giving and milestone recognition)
 - Agreed annual stewardship (including Giving Circles and holiday cards)
 - Naming & recognition: To maintain/produce/monitor agreed physical/virtual donor boards, lists and recognition
- Stewardship Events:
 - Support the PAGE Events Team with key stewardship events e.g. with donor information/data, sourcing donor and recipient speakers, contributing to event literature and materials/messaging
 - To attend stewardship events (and support Events colleagues at other events as requested)
 - On occasion, may be requested by Manager or Head of Team to organise smaller donor related events with PAGE colleagues
 - To lead events for funding recipients e.g. Scholars' briefing events/activities

Creating a meaningful LSE donor experience:

- Working closely with relationship managers, design and develop individual and group stewardship pieces that provide an excellent LSE donor experience
- To develop an in-depth understanding of individual donors, trusts and corporate supporters – working with relationship managers to understand their donors' motivations for giving and their relationships with LSE
- To think creatively about how to present impact, implement new ideas and identify opportunities in order to increase donor loyalty and giving.
- Develop effective and appropriate solutions to issues that arise in relation to stewardship

Processes

- Input to building best practice in stewardship function as requested through process and planning
- To work with Systems & Data colleagues to contribute to putting in place a system to track and monitor stewardship actions
- Once in place, to ensure that all stewardship actions are recorded accurately on CRM to enable consistent tracking, and that agreed stewardship data processes are implemented
- To work with the Systems & Data Team to ensure that donor data is consistently and accurately maintained and facilitate using this as needed for donor communications (including VIP list)



Planning:

- To understand the role of donor relations in the development pipeline and ensure that stewardship is tailored and bespoke to maximise donor engagement
- To stay abreast of campaign priorities and ensure that stewardship remains supportive and complementary of current PAGE objectives
- To stay abreast of developments within the Donor Relations sector, identifying trends and examples of best practice in order to inform programme development and planning
- To ensure a smooth and rigorous planning process for all donor relations activities and projects by using planning tools such as: trackers, project plans, proposals, briefings etc
- To share information with the right colleagues at the right time to ensure they are briefed and aware of upcoming donor relations plans, priorities and division of labour
- To create a budget for each piece of stewardship at the start of the planning process and obtain sign-off for the proposed budget before incurring any costs. To monitor the budget and escalate any risks.
- To ask for feedback, evaluate work, apply key learnings and use this to inform future planning

Collaboration & Internal stakeholders

- To proactively build and maintain excellent working relationships with PAGE relationship managers to foster and embed a collaborative approach to donor relations
- This role demands a high level of cross team working within PAGE. Key PAGE relationships include: Development, Corporate, Systems & Data, Gift Management & Partnership Income, Exec Support Team and wider Alumni & Supporter Engagement Team
- To foster collaborative working relationships with colleagues across the School to achieve objectives, and ensure the seamless delivery of donor relations activity (Academics, Financial Support Office, Estates, Comms Team & Design Unit, Research & Innovation, Finance, and various other Departments and Divisions)
- To be the PAGE point of contact for scholarship recipients and funding beneficiaries
- Act as a representative for the interests of the division when working on projects managed outside of PAGE
- To source and maintain relationships with internal and external suppliers as relevant
- To provide supporter relations expertise to colleagues, sharing best practice

Communications

- To work closely with communications colleagues on donor impact pieces (online, videos, print), ensuring clear roles and responsibilities agreed at start of cross team projects
- To proactively identify, source and coordinate content from donors and funding recipients to be used as case studies in communications
- To work with communications colleagues and the Design Unit/external designers/videographers etc to produce stewardship materials
- To work closely with communications colleagues on gift announcements
- To contribute to development of templates for stewardship materials (thank you letters, reports etc)
- To contribute to campaign engagement internally and through communication with donors
- To use (where relevant) content management system to produce, schedule and send stewardship communications and relevant programs for donor report templates

General:

- Be a professional representative for PAGE and the School
- Demonstrate a high-level of discretion in dealing with confidential information, adhering to all



- relevant Data Protection regulations including the General Data Protection Regulation (GDPR)
- Show commitment to high levels of Donor Relations and excellent service delivery
 - To escalate risks in a timely manner
 - Take responsibility for personal professional development

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.