



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 Income Management and Services (FTC – 12 months maternity cover)

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 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 two main functions: **Systems and Data**, and **Income Management and Services**.

Job Summary

The Head of Income Management and Services is a senior role within PAGE division, responsible for the line management of the Income Management and Services team. In addition to the Head, the team is comprised of three specialists that maintain the day-to-day operations and systems for due diligence, funds acceptance support and income processing: an Income Processing Assistant, Due Diligence Officer and Fundraising Support Executive.

This is a busy role that combines strategic thinking with operational delivery. The role is responsible for



the acceptance, accounting and administration of all PAGE income and, in doing so, the provision of a world-class experience to our donors and partners.

Duties and Responsibilities

Strategic and Operational Management

- Drive a strategic vision for income management and services function that will enable PAGE to deliver its strategic plan and meet the targets.
- Align the work objectives and priorities of the team with the strategic priorities of both PAGE and LSE as a whole and be responsive to emerging challenges and opportunities.
- Set and monitor SLAs and KPIs for the team to ensure that all received income is processed timely and accurately.
- Identify and implement improvements to ways of working and ensure that appropriate systems and processes are in place to enable efficient and effective accepting, processing and administration of all PAGE income.
- Develop and deliver operational plan for the Income Management and Services function.
- Establish and maintain sustainable and effective relationships with key contacts across the School, particularly within the central Finance team, Legal Services, Ethics Manager, School Secretary and other Professional Services.
- Ensure that relevant policies, procedures and standards to underpin the Income Management function are maintained or developed as required.
- Develop and monitor the Income Management and Services team's budget, ensuring compliance with the School policies and financial regulations.
- Establish a network of contacts in the HE and charity sectors for insight and best practice.

Income Acceptance and Due Diligence

- Responsible for the implementation of funding acceptance processes for PAGE income and compliance with the School's funding acceptance policy and framework, establishing appropriate application of process for complex cases and undertaking regular process review to ensure it remains relevant and functional.
- Review Early Donor/Sensitivity screenings, providing advice as a member of the Sensitivity Screening Group responsible for decision-making.
- Review due diligence research, with particular attention to proposed donations of high value or high-risk cases and overseeing all casework and meetings of the School's External Funding Ethical Review Board.
- Coordinate and refer proposed income cases through School Management approval processes, as required.
- Lead on development of costing, naming and other income acceptance procedures, ensuring alignment with relevant policies and meeting the needs of areas of income growth (grant, corporate and sponsorship income).
- Determine and enforce appropriate standards of compliance with External Funding Acceptance Policy for overseas LSE entities and associated trusts, including the LSE Foundation, the Singapore LSE Trust & the German Friends of LSE.
- Lead on development of template agreements and guidance documentation for PAGE income, working closely with the School Legal Services team.
- Counsel fundraisers on structuring complex donations, reviewing, amending and approving



complex and high value draft gift agreements, as well as advising on appropriate funding acceptance process.

- Stay abreast of sector-wide approaches to, and networks of, income acceptance and due diligence to ensure appropriateness of LSE policies and make recommendations for enhancements as appropriate.

Income Processing and Management

- Responsible for PAGE's income counting policy and its application.
- Investigate and resolve significant or complex income management and accounting queries.
- Oversee all aspects of PAGE-generated income administration; registration, fund collection, allocation and disbursement, working closely with LSE's central Finance team.
- Resolve complex income management issues as they arise, including Gift Aid related queries, pledge amendments and income write-offs.
- Oversee all payment platforms, including owning the online-giving functionality, and introduce new methods as necessary.
- Oversee all interactions with all LSE-related international giving vehicles, ensuring international donors can give in the most tax efficient way possible, donation records are easily reconciled, and there is consistency in policy and process.
- Oversee processes for complex income programmes (i.e. Scholarship or Donor Matched Funding) working closely with the PAGE Strategic Project Team to ensure effective income management.
- Evaluate complex income/funding agreements to determine income classifications, and review income classifications on a monthly basis as part of the PAGE Monthly Performance reporting framework.
- Work closely with the Supporter Relations team to meet donor income reporting requests and PAGE regular reporting to donors in relation to income.
- Coordinate PAGE responses to FOI requests, mostly related to income, making recommendations on release.
- Act as data steward for all income data and subject-matter-expert on the data structures for PAGE income.
- Support the Systems & Data team to meet regular and ad hoc reporting needs and requirements.
- Supervise the process for completing the annual Ross CASE benchmarking return and any other relevant surveys.

People Management

- Provide exceptional management, motivation, leadership and direction to the Income Management and Services 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 and global engagement 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 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.