



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 Income Management and Services (maternity cover)

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

Competency	Criteria	E/D
Knowledge and Experience	Experience of managing an income processing function in Higher Education, not-for-profit, or comparable sector	E
	Experience of working in a role involving due diligence or risk management in Higher Education, not-for-profit, or comparable sector	E
	Experience of working in a large complex organization	E
	A thorough understanding of Gift Aid and experience of preparing or auditing Gift Aid claims	E
	Experience of using large customer or membership databases to record and analyse income	E
	Experience of manipulating and interpreting data and financial information	E
	Knowledge of the Payment Card Industry Data Security Standard (PCI DSS) and Data Protection and how to apply the knowledge to ensure card donations and personal data are processed securely	E
	An up-to-date and thorough knowledge of fundraising, and both national and international tax-efficient giving	D
	Experience of legacy administration	D
A thorough understanding of Ross CASE guidelines and the CASE Reporting Standards	D	
Communication	Skilled communicator with evidence of targeting communication style to audience	E



	<p>Ability to convey in both written and oral form technical and complex information in a clear and effective manner to a non-technical audience</p> <p>Excellent influencing and negotiation skills</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 produce, edit and oversee high-quality written work, ensuring accuracy, excellent presentation and attention to detail</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Teamwork and Motivation	<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>The 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>
Initiative and problem solving	<p>Ability to resolve complex problems</p> <p>Ability to develop policies and procedures to support business processes</p>	<p>E</p> <p>E</p>
Investigation, analysis and research	<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>
Liaison and Networking	<p>Ability to build and develop professional relationships with internal and external contacts at all levels</p> <p>The ability to be diplomatic, persuasive and credible at a senior level, possessing the professional gravitas that will engender the respect of key stakeholders</p> <p>The ability to motivate and persuade others within the School with whom there are working relationships</p>	<p>E</p> <p>E</p> <p>E</p>
Planning and Organising Resources	<p>Ability to organise own work and that of others in delivering multiple tasks and events, responding effectively to changing deadlines and conflicting priorities</p>	<p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.