

# JOB DESCRIPTION



<b>Job Title:</b> Development Coordinator
<b>Department:</b> Development & Alumni Relations Office (DARO)
<b>Faculty/Professional Service:</b> Central Services
<b>Location:</b> Tavistock Place, London
<b>Reports to:</b> Head of Operations (DARO)
<b>Full-Time/Part-Time/Casual:</b> Full-Time
<b>Grade:</b> Grade 4
<b>Overall Purpose of the job:</b> The Development Coordinator role provides essential operational support to our Development & Alumni Relations team, assisting our work to deliver an outstanding experience for LSHTM's supporters and alumni. The post holder will play a major role in ensuring that the daily activity of the department runs smoothly, working closely with colleagues across LSHTM as we aim to meet the School's fundraising priorities.  Key elements of the role include coordinating donor engagement activity by planning international trips, London-based meetings, and other face-to-face engagement activities with different audiences.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

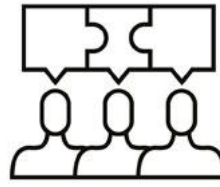
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

## **DEPARTMENT INFORMATION**

The Development Coordinator role sits within the Operations team of the Development and Alumni Relations Office (DARO). The department develops and supports relationships with a growing body of philanthropic supporters and a community of over 30,000 alumni in over 180 countries around the world.

DARO works closely with LSHTM's Director, Chairman of Council, Chair of Court and other senior leaders to cultivate and solicit major and principal gifts, particularly those from high-net worth individuals. We have a strong track record of securing corporate partnerships, as well as a committed base of long-term support from charitable trusts and individuals.

LSHTM alumni can be found in senior positions in government, NGOs, academia and industry. They maintain a global network of volunteer-led Chapters and facilitate initiatives such as alumni to student mentoring. Our regular giving programme sees a significant proportion of alumni and staff donate each year.

LSHTM has a compelling case for support, from our ground-breaking research, the creation of cutting edge facilities, and the transformational effect of scholarships.

The Development Coordinator role provides essential operational support across the DARO team, including working closely with the Director of Development & Alumni Relations. The post holder serves a vital role, ensuring that daily activity of the team can run smoothly by supporting colleagues to access the tools and information critical for a productive and high-functioning department.

DARO's work is underpinned by a set of core values: Ambition, Collaboration, Creativity, Empowerment, Honesty and Respect. These guide how we work with each other and colleagues across LSHTM, create an environment that is inclusive and encouraging, promote hard work and success, and help us to remain a high performing team.

## Main Duties and Responsibilities

### Office Management and Coordination

- Provide diary and administrative support to the Director of Development & Alumni Relations.
- Work with colleagues across DARO to support with updating records in the *Raiser's Edge* database, including amending contact information (from sources including the *LSHTM Connect* alumni platform), recording email communications, and uploading relevant media.
- Work with colleagues across DARO to assist with the effective management of supporter data, including contact lists through email marketing platform *Mailchimp*.
- Liaise with key internal partners such as the Director's Office, IT, Human Resources, Procurement, Estates and Finance teams to ensure the smooth running of DARO activity at LSHTM.
- Act as a first point of contact for the department, taking telephone calls, receiving visitors and liaising with staff and external contacts such as donors and alumni as and when required.
- Provide general administrative support to the department, including (but not limited to) drafting correspondence, processing mailing returns, placing stationary/merchandise orders, undertaking donor research, submitting expenses, finding suitable times for meetings involving DARO staff, room bookings, and data entry.
- Provide general administrative support during LSHTM telephone fundraising campaigns, including assistance with recruitment paperwork and submitting timesheets.
- Undertake initiatives to improve processes within DARO and be a subject matter expert on LSHTM administrative procedures, e.g. financial, post, software, archiving.
- Routinely monitor the Alumni and Development email inboxes.
- Work with hiring managers to coordinate the induction of new members of the team.

### Event and Travel Planning

- Coordinate logistics for fundraising meetings in London, including securing diary time, catering, and room bookings.
- Make arrangements for international trips, including travel, accommodation and transfer arrangements, scheduling diaries, and working closely with the other departments (including the Director's office) on coordination.
- Work with the events team and DARO colleagues on arrangements for visits when related to philanthropy.
- Work with the Alumni Engagement Officer to support the planning and delivery of alumni events.

- Work with the Regular Giving Officer to support with the planning and delivery of community and challenge fundraising events.
- Work with colleagues across DARO to manage the sourcing and compilation of print material, merchandise, and gifts for events, meetings and trips.

### **Committee Support**

- Coordinate availability, agendas, minutes and paper packs for committee meetings related to fundraising activity.
- Provide secretarial support to meetings through activities including drafting minutes, action logs, and other documents.
- Coordinate with colleagues in the Governance Office on matters such as the completion of declaration of interest forms and recording of minutes.

### **General Duties**

- Assist Operations Teams colleagues with various tasks as required, e.g. compiling briefing notes, proofreading, undertaking donor research etc.
- Work with colleagues across DARO to maintain the department's presence on LSHTM's intranet and external webpages.
- Work with colleagues across DARO to maintain core shared documents such as the communications and events calendar, and how-to guides.
- Demonstrate the School and department's core values the course of daily work.

### Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>A minimum of a second-class honours degree or equivalent professional experience.</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a busy office environment.</li> <li>Experience of working in a fundraising or alumni relations environment.</li> <li>Experience of working in executive support.</li> <li>Experience of working in event management.</li> </ul>	E D D D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Awareness and understanding of relevant data protection legislation (including GDPR and PECR).</li> <li>Knowledge and experience working with Raiser's Edge (or a similar fundraising, membership or CRM database).</li> <li>Knowledge and experience of working with Mailchimp (or a similar email marketing platform)</li> <li>Knowledge and experience of data import/export.</li> <li>An ability to spot opportunities for, and to implement, process improvement.</li> </ul>	E D D D D
<b>General</b>	<ul style="list-style-type: none"> <li>Excellent written communication skills, with a demonstrable ability to write succinctly and compellingly.</li> <li>A high level of attention to detail.</li> <li>An ability to manage urgent priorities and competing deadlines.</li> <li>A high level of discretion in dealing with records and personal information.</li> <li>A commitment to LSHTMs values, and the ability to work sensitively within diverse cultural environments.</li> <li>A proven ability to work well both in a team and independently, with strong interpersonal skills.</li> <li>An interest in, and passion for, global public health.</li> </ul>	E E E E E E D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: June 2025

## **Salary and Conditions of Appointment**

The post is permanent and full-time at 35 hours per week. The salary will be on the LSHTM salary scale, Grade 4 scale in the range £34,261 - £38,448 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.