

# St Helen's School

## ADMINISTRATIVE ASSISTANT DEVELOPMENT AND ALUMNAE RELATIONS

St Helen's would like to appoint an Administrative Assistant to support our Development and Alumnae department at this leading independent girls' day School.

Thank you for showing an interest in this post. We hope that the following information about St Helen's and description of the responsibilities of the post will help you to decide that this is an application which you wish to pursue.



## WELCOME TO ST HELEN'S

St Helen's is a large, thriving all-through school and many of the girls who leave us at the end of Year 13 have been with us since Nursery or Reception. We are ambitious for every single girl: that she achieves her potential; that she leaves us to embark upon an exciting and fulfilling future, able to deal with whatever life throws at her with a calm, inner resolve and a sense of fun; that she is ready to go out into the world and make a difference. St Helen's has a long tradition of academic excellence which encourages girls to pursue intellectual curiosity beyond the curriculum. Our GCSE results put us very securely into the top 50 independent schools in the country each year. Sixth Formers go on to established, high-ranking universities including Oxford and Cambridge, with more than a third studying STEM subjects. However, we give our girls much more than just academic success; our co-curricular programme is rich and varied, and our pastoral care ensures that every girl is valued and cared for.

Within easy reach of central London, our school is set in 21 acres of lovely grounds and, just as we are proud of our students' academic achievements and their personal development, we are also proud of our facilities and buildings. We have invested over £20 million in a building programme over the last five years and have plans to do more.

St Helen's has a warm and lively atmosphere that makes it a really exciting place to work. Our staff and our girls look out for each other and encourage each other to be the best possible version of themselves. As such, you will play a vital role in supporting the school in the next stage of its journey and I look forward to receiving your application.

**Alice Lucas, Headmistress**



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## THE SCHOOL

St Helen's is an academically selective independent girls' day school of more than 1100 students aged 3-18, set in beautiful green space in Northwood, Middlesex.

It draws pupils from a wide area of north-west London, Buckinghamshire, and Hertfordshire with easy access by Underground from central London.

Our aims are:

- To provide each and every girl with the opportunity and means to achieve academic excellence.
- To provide our students with the personal skills, emotional resilience, and the confidence to achieve their full potential through a varied, rich and challenging co-curricular programme.
- To know, value and respect all girls as individuals so as to best support them on their journey through the school.
- To ensure that the girls are ready to play a full and active part in their communities and in an interconnected digital world.

Our students achieve high academic standards, and we encourage them to develop lifelong skills in a diverse range of areas, both within and outside the curriculum, and to pursue their individual ambitions. The school is proud of its tradition of providing a balanced and forward-looking education through which its pupils can become confident, independent learners and leaders in their fields, their professions and their communities. Attention to the individual child is at the heart of everything we do and shapes the pastoral care, teaching and learning and the co-curricular opportunities on offer at St Helen's.

## THE POST

This role supports the Head of Development and Alumnae Relations who has specific responsibility for implementing the Development office Strategy, working alongside the Headmistress, the School's Executive Team, and Governors.

The key areas of focus for the department will be:

- strengthening relationships with alumnae, current and past parents, and staff
- establishing a fundraising programme
- encouraging a thriving and supportive community
- contributing to the realisation of the school's short-, medium- and long-term vision.

**Reporting to:** Head of Development and Alumnae Relations

### General administration duties:

- Establish and maintain administrative systems in the Development Office that support donor identification, research, cultivation and management, gift management, donor stewardship and recognition, accounting, and ethics.
- Maintain correspondence with constituents in accordance with their wishes including queries, data and information from alumnae and the Old Girls' Club.
- Maintain the Development Office and alumnae sections of the website.
- Administration of the social networking sites including twitter, Facebook, LinkedIn and implement regular social media activity across all sites, working with the marketing team to ensure content is within brand guidelines.
- Assist with the production of Development Office literature including events invitations, brochures, programmes, etc., with chosen design and print agencies and suppliers, working with the marketing team to ensure all assets are within the brand guidelines.
- General administrative tasks to ensure the smooth running of the Development Office.



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## Database management:

- Maintain and update St Helen's Connect alumnae portal (our internal alumnae database), taking responsibility for accuracy and improving the depth of information held and shared with alumnae, parents and constituents.
- Act as first point of contact for St Helen's Connect portal.
- Work in conjunction with Futures Team to encourage sign up of current year 13 students and ensure they are aware of scope for year 13 and beyond
- Maintain targeted year group approach via email with aim of converting offline records to live registrations
- Ensure accurate collation and input of data, e.g., school leaver data, new parent data and updated personal information collected periodically.
- Assist with collating regular reports, information and production lists on data held as required.
- Carry out all gift administration and ensure gift records, prospect information, donor due diligence and stewardship information is maintained in the database.
- Support the Head of Development and Alumnae Relations in software management including upgrades, identifying failures, problem solving and liaising with the IT department and software providers.
- Respond to internal and external requests relating to constituent information, in accordance with the current UK data protection laws, Fundraising Regulations, the School's Privacy Notice and best practice.

## Event administration:

- Assist with the implementation of an agreed annual calendar of events and activities e.g., reunion events for alumnae, networking, and fundraising events.
- Attend key events and help to ensure for their smooth and successful running.

- Work with internal and external colleagues to provide efficient event planning e.g. booking venues, producing invitations, creating materials, arranging catering and advertising on the School's and St Helen's Connect

## Other responsibilities:

- Support the Head of Development and Alumnae Relations in maximising fundraising revenue and goodwill towards St Helen's School.
- Maintain confidentiality of information acquired while undertaking duties.
- Work outside office hours including occasional weekends and evenings when required.
- Undertake any additional work as may be reasonably required by the Head of Development and Alumnae Relations.

## HOURS

This is a part time role working 22.5 hours per week, throughout the year.

## SALARY

Between £15,000 - £18,000 per annum actual

## THE PERSON

### QUALIFICATIONS, EXPERIENCE AND SKILLS

| Requirement                               | Essential  | Desirable          |
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| Education and professional qualifications | Level 4 education or equivalent through relevant training/experience | Batchelor's degree |



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| <b>Experience</b> | <p>Experience of database management</p> <p>Experience of administrative work</p> <p>Experience of web research</p> <p>Experience of dealing with a wide range of stakeholders both internally and externally to the organisation</p> | <p>Knowledge of CRM database in a school environment</p> <p>Experience of event management</p> <p>Experience of gift administration</p> <p>Experience of prospect research and knowledge of donor research sources and techniques</p> <p>Experience of donor stewardship</p> <p>Experience of working in development, fundraising or client/alumnae relationships although this may have been gained within the commercial or charity sector and knowledge of development in schools.</p> <p>Awareness and understanding of safeguarding and welfare of children</p> |
| <b>Skills</b>     | Excellent interpersonal skills and capacity to engage with  | Ability to proof-read text accurately  |

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|  | <p>a wide variety of constituents from diverse backgrounds</p> <p>Instinctive 'customer service' approach – professional, welcoming, and friendly, with a natural desire to go the extra mile to help and exceed expectations</p> <p>Excellent literacy and numeracy skills</p> <p>Excellent IT skills (Excel, Word, Outlook)</p> <p>Ability to use CRM database systems and experience generating reports and using database reporting tools at an advanced level</p> <p>Ability to source accurate information quickly and assess its reliability</p> <p>Ability to remain calm under pressure and prioritise own workload to meet deadlines</p> <p>Ability to establish and maintain office administrative systems</p> <p>Ability to work as part of a team and on own initiative</p> <p>Able to find solutions to problems</p> | <p>Ability to use InDesign</p> <p>Experience using CRM databases</p> |
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| <b>Personal attributes</b> | <p>Confident, cheerful, and outgoing disposition</p> <p>Highly organised and methodical with excellent attention to detail</p> <p>High level of personal initiative and solutions oriented</p> <p>Self-confident</p> <p>Flexible approach to working hours as required</p> <p>Discretion, integrity, and good judgement</p> | <p>Familiarity with the world of independent schools</p> <p>Demonstrate a genuine interest in development, education, and fundraising</p> |

## BENEFITS

- Membership of a workplace pension scheme with up to 10% employer contributions
- 50% fee remission for eligible staff children (subject to spaces and entrance exams. Pro rata if part time.)
- Access to the School's swimming pool and fitness suite
- Free on-site parking and excellent public transport links
- Free lunch and refreshments
- Generous occupational sick pay
- A commitment to professional development

- A beautiful working environment – the school is set in a conservation site in excess of 20 acres.

## APPLICATION DEADLINE

To apply please complete our online application form available on our school website: [Work for Us - St Helen's School \(sthelens.london\)](http://sthelens.london)

**Closing date: 8.00am on Friday 12th August 2022**

## THE SELECTION PROCESS

Shortlisted candidates will be invited to the school where they will be interviewed and assessed by the Head of Development and Alumnae Relations and other members of the Senior Leadership Team. They will also be given a tour of the school.

The post is subject to various recruitment checks which will include:

- Enhanced DBS clearance
- A minimum of two references obtained prior to the selection day
- Proof of right to work in the UK

If you have any queries about this position, please contact the school at [recruitment@sthelens.london](mailto:recruitment@sthelens.london)

