



The Abbey

The independent school for girls aged 3-18.

ALUMNAE RELATIONS OFFICER

FULL TIME 8AM TO 5PM TERM TIME ONLY

Background

The Abbey School is an independent GSA day school for girls aged 3 to 18 years. Founded in 1887 the school enjoys an enviable reputation of academic excellence, a rich history, a caring pastoral environment and a wide breadth of extra-curricular activity for each individual. With exceptionally high ratings in the national league tables and a thriving International Baccalaureate diploma programme, The Abbey School is the only independent school in the Berkshire area to offer such outstanding opportunities to academically able girls. The girls themselves are motivated, enthusiastic and co-operative and there is a happy, purposeful atmosphere to the school.

The staff at The Abbey School form a strong and professional community of highly skilled, dedicated and enthusiastic people. The governors and management team are committed to supporting the continuing development of its staff and maintain a good working environment with the necessary policies and procedures in place to support this. We recruit only the highest calibre staff, who are lively, enthusiastic and committed. In return we aim to provide opportunities for employees to reach their own full potential for their benefit and the benefit of the school as a whole.

The Abbey School is embarking on an exciting new phase of Alumnae Relations and seeks an individual to provide continuity of current activities and help in the planning and implementation of new initiatives.

The key purpose of the role of the Alumnae Relations Officer is to maintain and develop strong, positive, and value-added relationships between our Alumnae community and The Abbey.

Duties and Responsibilities

Alumnae Engagement and Alumnae Communications

- To plan and deliver a year-round programme of engagement opportunities for Abbey Alumnae which will build and develop value-added relationships both for Alumnae and for the School.
- To plan, promote and manage the range of Alumnae-specific events across the year, including managing bookings and payments, and liaise with all areas of the School as may be required to provide support for their delivery.
- To promote, manage and maintain the AbbeyConnect online mentoring service for Alumnae and sixth form students provided by Graduway, and to be the school's principal point of contact with this external supplier.
- To prepare, print and publish the annual Alumnae newsletter early in the summer term alongside Marketing.
- To deliver regular e-newsletters to the Alumnae community via Raiser's Edge Online Express.
- To prepare content for and manage the Alumnae pages of the School website.
- To prepare content for and manage the Alumnae Facebook (CLOSED GROUP) site.
- To support the members of ASROGA (the Abbey School Reading Old Girls' Association) and be the key point of contact in their interactions with the School.

17 Kendrick Road, Reading, Berkshire RG1 5DZ

Tel: 0118 987 2256 Email: schooloffice@theabbey.co.uk

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- To manage all communications between Alumnae and the School (face-to-face, email, phone, letter) answering queries and responding in a professional manner as a representative of the School.

Promotion of the Alumnae Community

- Be a champion for the Alumnae community within School:
 - Build strong working relationships with key members of staff – Governors, members of the Executive team, and teachers
 - Identify and deliver opportunities where Alumnae can add value to the day-to-day activities of the School, particularly with regard to careers activities, lectures and talks, and other School events
 - Share the successes of Alumnae with the school community and seek updates on Alumnae from other staff.
- Promote the benefits of membership and active participation in the Alumnae community to current pupils and encourage all sixth formers to join the Abbey Connect.
- Manage a team of Alumnae Prefects each year and secure their commitment to support the annual programme of Alumnae events and activities.
- Seek to maximise the involvement of Abbey Alumnae in wider school events wherever possible, including the biennial Careers and Higher Education Convention (jointly run with Marketing and the Director of the Aspire programme at The Abbey), and the rolling programme of Networking Dinners (jointly run by Development/Aspire and Marketing).
- A working knowledge of how museum spaces and archives operate is desirable but not essential.

Data Management and Alumnae Systems

- To be responsible for the maintenance, management and quality of all data relating to Alumnae members (including former staff, former parents and former governors) held on the Raiser's Edge CRM; and to ensure its compliance with the requirements of Data Protection, GDPR, and any other regulatory obligations.
- To produce reports and queries from Raiser's Edge as required to support the strategic and operational management of the Alumnae community
- To manage the interface and migration of alumnae data between the Raiser's Edge and other related Abbey IT systems such as iSAMS and the AbbeyConnect.
- To be a key point of contact for Blackbaud in relation to our Alumnae data, issues and queries regarding the Raiser's Edge, Blackbaud Merchant Services, Blackbaud Payment Service and Rapid Pay.

Other Responsibilities

- To undertake other tasks to support the School's wider activities as reasonably required.

The above is not an exhaustive list and in a rapidly changing world, particularly in communications, the use of data, the media, development and alumni relations, there will be variations in these duties and responsibilities.

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General Skills/Qualifications

- A good level of ICT skills.
- Excellent understanding of databases; a knowledge of Raiser's Edge, Graduway, Blackbaud Merchant Services and iSAMS would be an advantage (or failing this a willingness and ability to master this quickly).
- Understanding of community relations and development and the need for accurate and consistent information.
- Understanding of ways in which members of the Community for whom no records are held can be traced.
- Ability to handle sensitive or confidential information.
- Good interpersonal skills and a good team worker.
- Good communication skills - written, in person and on the phone.
- Proactive, organised, confident, flexible.
- Ability to work on own initiative.
- Ability to organise and prioritise work, with accuracy and attention to detail, to meet deadlines and work effectively under pressure.

Attitude

- An enthusiastic team player.
- A friendly, professional and 'can do' approach.
- Genuinely pro-active and helpful to all staff.
- Understanding and supportive of the ethos of The Abbey School.
- Understanding and sympathy with the importance of good relations within the wider Community.
- A willingness to undertake such training as will assist in carrying out the role effectively.
- A flexible approach and the ability to deal with changing role requirements and priorities.

Accountability

- The Head has overall responsibility for all employees of The Abbey School and this is delegated to team leaders in charge of departments.
- The post of Alumnae Relations Officer currently lies within the External Relations team and the post-holder will be directly accountable to and line managed by the Development Manager.
- The post-holder's other key relationships will be with the Chairman of the Governors' Abbey Community Committee and The Chair of ASROGA.
- The post-holder is not directly responsible for other members of staff.

Hours of Work

- Normally 08.00am to 5.00pm, Monday to Friday - TERM TIME ONLY - with a total of one-hour unpaid refreshment breaks per day; although part-time working will also be considered.

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Salary and Benefits

- The salary will be commensurate with skills and experience in the order of £18,000 per annum. Staff are paid monthly and in arrears.
- The School offers a non-contributory pension scheme worth 8.35% of salary, which is available to all employees.
- Staff fee concession is available to employees' daughters who satisfy the entrance requirements and for whom there is a place available.
- Lunches are available free of charge.
- Parking is normally available, but not guaranteed.

Holiday Entitlement

- Holidays will be taken when the School is not in session.

Security

- All employees are required to remain vigilant on the school premises and to report any security issues to the Head of Finance and Resources immediately.

Child Protection

- The Abbey School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- This post may involve unsupervised contact with children and young people. The School therefore expects from the successful candidate the level and degree of adult leadership of children and young people expected in a School environment. The successful candidate should also expect to undertake the Disclosure and Barring Service (DBS) clearance process.

Equal Opportunities

The Abbey School aims to promote equality of opportunity for all with the right mix of qualifications and abilities, talent, personal qualities, skills and potential. The Abbey School welcomes applications from candidates of diverse backgrounds and personal circumstances. A detailed Equal Opportunities policy is available on request.

For more information on our lively and well-resourced school and for an application form, please visit the Vacancies Page on our website www.theabbey.co.uk.

To apply for this position, please complete an application form in full, including details of suitable referees as instructed, then send this with your full CV and covering letter by email to recruitment@theabbey.co.uk

Interviews will only be arranged following our receipt of a completed application form.

For enquires please contact recruitment@theabbey.co.uk

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