

Queen Margaret's, York

Queen Margaret's is a fully independent boarding and day school for girls aged 11-18, located in 75 acres of parkland, six miles south of the ancient city of York. Established in 1901, the School is proud of its traditions and Anglican foundation. Excellent pastoral care, with an emphasis on inclusion and opportunity are hallmarks of a QM education.

Aims of the School

Queen Margaret's is a school for girls who aspire to be leaders in every walk of life. QM girls take advantage of the rich and complementary programme of studies and activities available to them. In doing so, we hope that they will:

- achieve excellence inside and outside the classroom
- develop an enthusiasm for independent thought, learning and research
- grow with emotional maturity, social awareness and respect for individuality and difference
- forge special friendships that will stay with them for the rest of their lives
- be interesting, well-informed, happy and confident members of the community

The Queen Margaret's Foundation

Philanthropy has enabled QM to thrive, extending the benefits of a QM education to thousands of girls since the School's foundation in 1901. Our vision is to be at the vanguard of girls' independent boarding education and a natural choice for girls and parents alike in the UK and beyond. The establishment of the QM Foundation to advance the school for future generations of Margaretian is the next step in our journey to realise this vision and brings the opportunity for a committed, enthusiastic individual to play a key role in our future as Development & Events Officer.

Overview

Working in the External Relations Department, the Development & Events Officer will support all aspects of the Department's work. The Development and Events Officer will be proactive in his or her approach to this role; developing a clear understanding of the development objectives and strategies set by the School and ensuring that all necessary steps are taken to progress that work. Managing the School's CRM database will be central to the role, with a focus on the capture, retention and management of data for all alumnae and other stakeholders. The Development & Events Officer will play an important part in QM's programme of commercial lettings, supporting achievement of targets and successful delivery of events. The Development & Events Officer will be a key contact for all alumnae and commercial lettings and will deliver a wide range of communications and administrative activity.

Key tasks

- To play a key role in the day-to-day progression and implementation of the School's development strategies, prompting action by others as necessary both inside and outside the School.
- To maintain and develop the use of the School's InTouch development CRM database. The Development & Events Officer will be responsible for capture, cleaning and retention of data, keeping records up to date and producing reports, drawing on the School's iSAMS and other databases as necessary.
- The Development & Events Officer will work to ensure the database is used to its full potential, maximising its benefit to the School
- Ensuring accurate financial information is provided to the Bursar's office. Liaising with the Bursar's office to ensure financial information is reconciled and reports produced

Development and Events Officer: Job description

- To build effective relationships with existing stakeholders and cultivate relationships with potential future supporters
- To be the first point of contact for alumnae and other supporters wishing to engage with the school
- To assist with the planning and delivery of events for alumnae and friends of the school by coordinating the production and mailing of invitations, recording responses, producing programmes and other materials and helping to welcome guests at the events.
- To execute communications activity and campaigns electronically, including social media, and by post
- To attend and minute meetings and ensure timely production and distribution of papers
- To support the development and production of communications materials for friends and supporters, including providing content for newsletters and the School website. and alumnae portal
- To act as the first point of contact for all enquiries relating to the letting of School facilities.
- To assist with the promotion, planning, delivery and evaluation of commercial lettings at the school, liaising closely with colleagues and external event organisers
- To follow good practice in relation to compliance with data protection, privacy and fundraising regulation, and health and safety, complying with School policies in these and other areas at all times
- To undertake training and personal development appropriate to ensure the continued effective operation and progression of development at QM
- Perform such duties as may be reasonably required by the Director of External Relations and Head

Person Specification

	Essential	Desirable
Experience	<p>Experience of using and interrogating relationship databases.</p> <p>Database and analytical ability including database management, data manipulation</p> <p>Building good relationships with internal and external stakeholders.</p>	<p>Experience in using In Touch database (although full training will be provided).</p> <p>Experience in a fundraising or external relations environment</p> <p>Experience in a customer facing rolea and/or in event organisation</p> <p>Work in an educational environment</p> <p>Experience in dealing with mailing houses, designers and printers</p>
Qualifications	A good level of education	Degree educated
Other skills	<p>Excellent IT skills including databases and web based applications ,</p> <p>Strong administrative skills and meticulous attention to detail</p>	<p>Good proof-reading skills</p> <p>Use of social media for communication with stakeholders</p> <p>Full driving licence</p>

	<p>Able to build relationships with people at all levels, both internally and externally</p> <p>Excellent use of English with good communication skills orally and in writing coupled with a high level of numeracy</p> <p>Able to work both independently with limited supervision and in a team and able to prioritise tasks and work to deadlines</p>	
Personal Qualities	<p>Discretion and strict adherence to confidentiality</p> <p>Professional, welcoming and friendly, with a natural desire to go the extra mile to help and exceed expectations</p> <p>Self-motivated and persistent, with a proactive and systematic approach to work, able to work accurately and meet deadlines</p> <p>Empathy with the vision, ethos and aims of Queen Margaret's and the QM Foundation</p>	
Knowledge		The regulatory environment for data protection and fundraising, including latest developments

Terms and Conditions of Employment

The following particulars do not form any part of an offer of employment. Terms and conditions, which will incorporate the Staff Handbook, will be set out in a letter of appointment.

1. Appointment

The Development and Events Officer is appointed by the Head subject to the checks and enquiries set out in the School's Recruitment Policy. The appointee will be required to complete a confidential medical questionnaire (and medical examination where applicable, the costs of which will be met by the School).

2. Line Management

The Development and Events Officer reports to the Head and Director of External Relations via the Development and Events Manager.

3. Probationary Period

This appointment shall be subject to a probationary period of three months during which the appointment may be terminated on one month's notice. This period may be extended by notice in writing given before the expiry of the initial period.

4. Working Hours

The normal hours of work for the Development and Events Officer are between 08:30 – 17:30 (Monday – Friday) but those should be taken as indicative hours only. The Officer is expected to organise his or her diary to perform the duties that fall to him or her within or outside that period in liaison with the Development and Events Manager. The Events Manager will need to be flexible as the post will require evening and weekend work. TOIL is to be agreed with the Director of External Relations.

5. Salary & Pension

The salary for this post will reflect the responsibility attached to the role and the qualifications and experience of the appointee. The salary will be paid in monthly instalments in arrears from the agreed date of appointment and is inclusive of holiday pay. After three months in post the appointee will be enrolled in QM's own staff pension scheme, which is a contributory money purchase scheme (6% employee and 8.4% employer).

6. Holiday Entitlement

This is a full time role and the appointee will be eligible to take 33 days holiday (including Bank Holidays) per annum. As a rule these holidays are to be taken in term time only. Holidays should be agreed with the Director of External Relations in advance.

7. Professional Development & Appraisal

The Development and Events Officer shall participate fully in the School's professional review process and seek opportunities to progress their development as a Development and Events Officer through training, observation and discussion.

8. Sickness and Absence from work

The School's Family Leave and Sick pay policies are non-contractual and are available in the Staff Handbook (The QM Red Book).

9. Request for Absence

The Development and Events Officer shall make any requests for absence to the Director of External Relations, who will make consistent and transparent judgements based upon the best interest of the School. Sufficient notice must be given.

10. Notice Period

The appointee is required to give the School three months' notice of his/her intention to leave this post.

11. Meals

Food and refreshments are provided during term time during the hours of duties.

12. School Fees Remission

At the discretion of the Head an appropriate school fees remission package is available for the daughter(s) of the Development and Events Officer, during their time at Queen Margaret's.

13. Marketing

The Development and Events Officer, like all other members of staff, is responsible for the marketing of the School through their contact with girls, parents, visitors and outside organisations and through the conduct and contributions they and any girls in their care make whether in or outside school. It is hoped that the Development and Events Officer will offer ideas regarding the marketing of QM.

14. Safeguarding & Child Protection

All employees of Queen Margaret's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the School's Safeguarding Policy. If in the course of carrying out the duties of this post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, this must be reported to the Designated Safeguarding Lead and the Head.

Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service.

Queen Margaret's School

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www.queenmargarets.com