

DATABASE AND COMMUNICATIONS OFFICER

ASAP Start

Thank you for showing an interest in this post. We hope that the following information about St Helen's School, the job description and person specification 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 resilience and courage; that she possesses inner confidence, strong personal integrity, 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. We are proud of our 2025 results where 87% of A Level students obtained A*/A and 81% of GCSE grades were awarded at grades 9-7. 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 known, valued, and cared for.

Within easy reach of central London, our school is set in 21 acres of 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 significantly in developing our facilities over the last ten years and have plans to do more.

St Helen's has a warm and lively atmosphere that makes it a rewarding and exciting place to work. Our staff and our pupils 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. We look forward to receiving your application.

Bridget Ward
Head



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.

We want our students to be brave and true, ever intellectually curious. They will believe they can do anything. They will want to explore how they can best interact with the world around them and make a difference for the better in their own way. They will be ready for whatever the future brings.

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

St Helen's is looking to appoint a Database and Communications Officer. This role will be based within the Development and Alumnae Relations Team. The School is willing to consider various hours and basis including part time and term time only working. This can be discussed further at interview.

Salary: £30,000 per annum full time. This will be pro-rated depending on the hours and basis of the successful applicant

The role will report to: Director of Development

MAIN RESPONSIBILITIES

Database Responsibilities (St Helen's CONNECT – ToucanTech)

- Maintain & update records on St Helen's CONNECT
- Perform regular data management tasks, including deduplication, standardisation, imports/exports, and quality checks.
- Generate accurate reports, lists, and segmentation for communications, events, fundraising, and stewardship activity.
- Manage database automated processes and system integrations as needed.
- Monitor and troubleshoot issues on the ToucanTech platform, liaising with the provider for technical support.
- Track and report participation metrics for events, campaigns, website traffic, and engagement within CONNECT.
- Comparison with iSAMS reports to ensure accuracy between platforms.
- Support the development team with data analysis to inform strategy, forecasting, and decision-making.
- Support the development team with prospect identification and research.



Communications Responsibilities

- Create and schedule communications, including emails & event invitations, sent through CONNECT
- Manage website content on St Helen's CONNECT, ensuring pages, news posts, and resources are accurate and engaging.
- Coordinate social media content for alumnae channels; track engagement and audience growth.
- Use analytics to evaluate communications performance and recommend improvements.

General Duties

- Promote and safeguard the welfare of children and young people, by adhering to and ensuring compliance with the School's Child Protection and Safeguarding Policy.
- Implement responsibilities as set out in the School's Health & Safety Policy.
- Support and promote the school's ethos, aims and objectives.

THE PERSON

It is essential for the successful candidate to have the following qualifications, experience, and personal attributes:

- Excellent communication skills, verbally and in writing
- Previous administration role with some experience of database management
- Managing multiple tasks/ projects/priorities simultaneously
- Working with key stakeholders at all levels of seniority
- Experience of using Microsoft Office including Excel

It is desirable for the successful candidate to have the following qualifications, experience, and personal attributes:

- Educated to 'A' level standard
- Evidence of ongoing relevant professional development

BENEFITS

- Competitive Pensions Scheme
- 50% fee remission for staff children subject to spaces and entry examinations (pro rata for part time staff)
- A strong culture of professional development
- Access to the School's swimming pool and fitness suite
- High Street Discounts
- Electrical Vehicle Charge Scheme
- Subsidised Staff Coach Travel
- Cycle to work scheme.
- Free lunch and refreshments
- Free on-site parking and excellent public transport links
- Employment Assistance Programme
- Generous occupational sick pay
- A beautiful working environment – the school is set in a conservation site in excess of 21 acres.



APPLICATION PROCESS

Closing date: **9am 10th March 2026**

Please apply as soon as possible as shortlisting/interviews will progress up until the closing date. Should a suitable candidate be appointed, we reserve the right to close the advert early.

Due to the high volume of applicants, we receive, if you do not hear from us within 4 weeks of the closing date, please assume we will not be progressing your application further on this occasion.

THE SELECTION PROCESS

Shortlisted candidates will be invited to the school where they will be interviewed by the Director of Development, a tour of the school and meet other members of the department.

St Helen's school is committed to safeguarding and promoting the welfare of children and young people, as detailed in Part 3 (Safer Recruitment) of the KCSIE 2025 guidance document. Applicants will be asked for proof of right to work in the UK and undergo child protection screening, including checks with past employers and the disclosure and barring service.

If you have any queries about this position, please contact the school at recruitment@sthelens.london

