



JOB DESCRIPTION

Downside School

Post Title:	External Relations Assistant
Department:	External Relations
Location:	Stratton-on-the Fosse, Somerset
Reports to:	Director of External Relations
Date of Issue:	May 2026

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Role Summary

The External Relations Assistant will work closely with the External Relations Director to provide first line administration support. They will assist with the telephone and email management, admissions and events co-ordination, data entry and data management.

Duties and Responsibilities

The following list is not exhaustive, but the post holders' principal responsibilities are:

- Support the delivery of Open days and admissions events, including preparation of materials, registrations, and follow-up communications.
- Help maintain accurate admissions records, ensuring compliance with data protection and school policies.
- Assist in the processing and tracking of enquiries.
- Assist in collect and organise content for social media pruposes maintaining adherence with the School's child protection and social media policies
- Support the coordination of school events, such as primary school experience days and alumni celebrations, ensuring smooth logistical arrangements and accurate communication with internal teams
- Update school databases, mailing lists, and communication tools as required
- Support promotional campaigns in all departments

- Support outreach projects to enhance the school's visibility and community outreach such as supporting the Experience Day programme with local primary and Prep schools
- Support the marketing department with the production of all marketing material
- Provide high-quality administrative support to the External Relations Director, including scheduling, document preparation, filing, and reporting
- Assist with data entry and the maintenance of accurate digital and physical records

Professional Standards

- Support the Catholic and Benedictine ethos of the School
- Set a good example to students by appropriate dress, conduct and punctuality
- Treat all members of the School community with respect and consideration
- Treat all pupils fairly, consistently and without prejudice
- Take responsibility for personal professional development within the School's CPD and appraisal programme
- Ensure that all deadlines are met as published in the School calendar
- Take responsibility for matters relating to health and safety
- Undertake duties that may be reasonably assigned by the Head (directly or indirectly)

Other duties and responsibilities may be required that fall within the employee's skills, experience and time capacity.

The following duties are ones which all staff are required to perform:

- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact;
- Observe health and safety procedures and work safely at all times;
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role;
- Undertake any other duties as required by your manager in order to meet the changing needs and demands of the Organisation.
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of the Organisation.

Review

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the post holder without change to the level of responsibility or remuneration appropriate to the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities without which the applicant could not be appointed.</i>	DESIRABLE <i>This information could be used to differentiate applicants.</i>
Qualifications	<ul style="list-style-type: none"> No formal qualifications are required. 	<ul style="list-style-type: none"> IT qualification e.g. Educated to minimum of GCSE level.
Knowledge & Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Ability to work in a team and on own initiative. 	<ul style="list-style-type: none"> Computer literate – able to confidently use the Microsoft Office Suite.
Experience	<ul style="list-style-type: none"> Experience of working in a reception, customer service or administration capacity. Experience of using Microsoft Office e.g. Word, Excel and Outlook Email programmes. 	<ul style="list-style-type: none"> Previous experience of working in a school environment.
Personal competencies and qualities	<ul style="list-style-type: none"> High standards of personal presentation. Professional demeanour, whilst also possessing a pleasant, friendly manner. An understanding of the need for discretion. An ability to see a task through to completion. Attention to detail and willingness to undertake general duties. Flexible approach to work. Calm under pressure. 	