

Job Title	Member Experience Executive
Reports to	Director of the OEA (Old Etonian Association)

Job Purpose

The Old Etonian Association (OEA) is a small, dedicated team supporting the alumni of Eton College. The alumni include senior people in all walks of life who value personal relationships and high standards of service. The OEA office is evolving - modernising systems, introducing new digital tools, and finding fresh ways to engage our alumni community.

You will be a key point of contact for alumni, delivering polished, friendly service while helping shape an organisation in transition. This is a hands-on, varied role for an organised, efficient person with a real interest in people.

Key Tasks and Responsibilities

- Act as the main point of contact for the OEA, managing incoming requests and outgoing communications with timely, helpful responses;
- Manage the OEA Office inboxes, responding directly or directing queries to the appropriate person;
- Answer phone enquiries and build positive relationships with members of the alumni community;
- Deliver warm, professional service and communicate confidently with senior individuals;
- Build long-term relationships, remembering previous interactions and personal details;
- Support alumni in using the OEA app and new digital tools;
- Maintain accurate records in the alumni database;
- Set up and send mailshots for the OEA team, societies, and ad-hoc events;
- Assist in coordinating the production of the annual review, newsletters, and updates;
- Contact societies, reps, departments, and other contributors for articles;
- Proofread materials prior to publication;
- Organise digital publication of the review and newsletters;
- Coordinate meetings for OEA-linked committees and prepare draft agendas;
- Handle enquiries efficiently, prioritising tasks and responding promptly;
- Assist with alumni events, including occasional evening work (up to 10 evenings per year);
- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
 - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood;
 - Understand and comply with procedures and legislation relating to confidentiality;
 - Display a commitment to and promotion of equality, diversity and inclusion.

Last Updated: January 2026

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

Skills and Competencies Required

To be successful in this role, you will need:

- Previous experience in an office-based role: administrative, customer services, or marketing;
- Excellent customer service and stakeholder engagement with demonstrable experience of being in a customer-facing role;
- Good working knowledge of Microsoft Office, Word, Excel, and Outlook;
- Experience using databases and digital tools;
- Excellent communication skills to enable effective dialogue with guests, colleagues, staff, visitors and where applicable, pupils;
- To be digitally fluent and able to support users as they adopt new apps and digital platforms
- Previous experience in membership, professional services, or similar environments is desirable;
- Flexibility to work evenings, when required.

You may enjoy this role if:

- You are degree-educated in Marketing, Communications or similar and/or have professional experience gained in these sectors;
- You have an interest in history and heritage, culture and current affairs;
- You are proactive and positive with a 'can-do' attitude;
- You have a flexible approach to work assisting with a fast changing and varied workload;
- You are a confident communicator with good customer service skills and enjoy liaising with a wide variety of people;
- You are able to organise and prioritise own workload and use your initiative and work autonomously on day-to-day enquiries.

Working Pattern

- Your working hours will be 35 hours per week, Monday to Friday, with one hour unpaid for lunch.
- You will be required to work up to 10 evenings per year, time off in lieu will be given for this.
- You will be working 52 weeks per year.
- You will be entitled to 28 days holiday, 3 of these days must be reserved for the Christmas shut down. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day's holiday in lieu.

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is

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ROLE PROFILE

exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College.

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