



### **Job Description: Receptionist**

*Park House English school is committed to safeguarding and promoting the welfare of pupils and expects all staff members to share this commitment.*

*This job description is in addition to the roles and responsibilities described in the job description for Teaching Assistant.*

*Line Manager: Executive Assistant to the Principal*

*Overseen by: Principal*

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| CHILD PROTECTION,<br>STUDENT WELFARE,<br>HEALTH AND SAFETY | <ul style="list-style-type: none"><li>• Promote and safeguard the welfare of all pupils</li><li>• Have a full understanding of and follow the school's Child Safeguarding Policy and associated procedures</li><li>• Maintain good order and discipline amongst the pupils and safeguard their health and safety both when they are on the School Premises and when they are engaged in authorised School activities off site (in line with policy)</li><li>• Ensure that every pupil has the opportunity to discuss concerns and issues</li><li>• Ensure Trips &amp; Visits Procedure is followed at all times when planning educational visits</li></ul>   |
| PURPOSE  | <p>The Receptionist is the first point of contact for the school. They assist in the successful administration of the school and provide excellent administrative support and highly confidential secretarial services. The role requires the incumbent to promote an efficient and excellent service while maintaining the ethos of the school. The Receptionist is responsible for coordinating front desk enquiries, distributing correspondence, redirecting phone calls. and directing people appropriately and efficiently. Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively and executes all administrative tasks to the highest quality standards.</p>                                   |
| DUTIES AND AREAS OF RESPONSIBILITY                         | <ul style="list-style-type: none"><li>• Provision of high-quality reception service including the efficient and courteous management of incoming telephone calls and visitors in line with the school guidelines</li><li>• Greet and welcome guests as soon as they arrive at the school entrance</li><li>• Direct visitors to the appropriate person and office</li><li>• Answer, screen and forward incoming phone calls</li><li>• coordinate front-desk activities</li><li>• Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)</li><li>• Provide basic and accurate information in-person and via phone/email</li><li>• Receive, sort and distribute daily mail/deliveries</li></ul> |



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|                      | <ul style="list-style-type: none"><li>• administrative support across the school for office staff and teachers</li><li>• Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)</li><li>• Order front office supplies and keep inventory of stock</li><li>• Update calendars and schedule meetings</li><li>• Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing</li><li>• Attend appropriate Professional Development Courses</li><li>• Initiate to improve the front office environment</li><li>• Assist with Open Days, Prize Giving and other school functions and events</li></ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"><li>• Emphasizes the importance of safety in all areas of the curriculum, communicating to the pupils the importance of a responsible attitude towards personal safety, the safety of others and respect for Park House English School's property and equipment</li><li>• Safeguard Park House students</li><li>• Take all necessary and reasonable precautions to protect students, equipment, materials, and facilities</li><li>• Assist in implementing all policies and rules governing student life and conduct</li><li>• Ensure that, all the necessary health and safety rules and procedures are being followed</li><li>• Maintain an awareness of all the health and safety measures to be taken when in school</li></ul> |
| PROFILE              | <ul style="list-style-type: none"><li>• Secondary certificate</li><li>• Fluency in English and Arabic essential</li><li>• Minimum 2 years of working experience</li><li>• Proven work experience as a Receptionist, Front Office Representative or similar role</li></ul>  |
| SKILLS AND KNOWLEDGE | <p><b>Competencies</b></p> <ul style="list-style-type: none"><li>• Excellent communication skills and command of the English language, in spoken and written form. Fluency in Arabic essential</li><li>• Willing attitude to be a part of the school team</li><li>• Strong sense of professionalism</li><li>• Safeguarding and welfare of children</li><li>• A collaborative team-player with excellent interpersonal skills</li><li>• Behavior management</li><li>• Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)</li><li>• Hands-on experience with office equipment (e.g. scanners and printers)</li><li>• Excellent organizational skills and ability to prioritize workload.</li><li>• Excellent interpersonal and communication skills, in person, telephone and written</li></ul>   |



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|       | <ul style="list-style-type: none"><li>• Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality.</li><li>• Ability to remain calm, composed and flexible within a busy and demanding environment</li><li>• Ability to work effectively within a team and on own initiative</li><li>• Ability to be resourceful and proactive when issues arise</li><li>• Multitasking and time-management skills, with the ability to prioritize tasks</li><li>• Ability to undertake a wide range of clerical, administrative and general duties</li><li>• Must be accurate in recording details and make full use of the Schools Management Systems</li><li>• Integrity and confidentiality to be maintained at all times</li><li>• Show loyalty and commitment to school</li><li>• Professional attitude and appearance</li><li>• Ability to deal positively with children, parents and staff</li><li>• Sensitive, caring and responsive to the needs of young people</li><li>• Enthusiastic and good at motivating students</li><li>• Enthusiastic, self-motivated and self-initiator</li><li>• Willingness to undertake appropriate Professional Development</li><li>• Assurance of total confidentiality and discretion</li><li>• Ability to deal with emergencies in a timely and effective manner, while streamlining office operations.</li><li>• Multitasking and stress management skills.</li><li>• Flexibility to work in shifts, if required</li></ul> <p><b>Attributes:</b></p> <ul style="list-style-type: none"><li>• Empathetic listener</li><li>• Integrity and confidentiality</li><li>• Internationally minded</li><li>• Emotional intelligence</li><li>• Intercultural awareness, creative</li><li>• Flexible and a can-do attitude</li></ul> <p><i>Working knowledge of the Key Stage 1 and 2 curriculum</i></p> <ul style="list-style-type: none"><li>• <i>An understanding of the principles of child development and learning processes and in particular barriers to learning</i></li><li>• <i>A good understanding of classroom roles and responsibilities</i></li></ul> |
| OTHER | <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.</p> <p>The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment</p>   |



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|  | <p>opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p> <p>This job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.</p> <p>As a member of the staff of Park House you will need to comply with the below:</p> <ul style="list-style-type: none"><li>• Compliance with the school's Vision, Mission and Policies</li><li>• Positive Professional Relationship with all staff members are maintained</li><li>• Contact with students is on a strictly professional basis with the physical and emotional safety of students being of paramount importance</li><li>• The hours of work as arranged with the principal are strictly followed</li><li>• This position entails working with information, much of which is held in confidence. Under no circumstances is this confidentiality to be compromised</li></ul> |
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| Approvals     |            |
|---------------|------------|
| Line Manager: | Principal: |
| Employee:     | HR:        |

### The International Schools Partnership

Park House English School is part of The International Schools Partnership (ISP).

The International Schools Partnership (ISP) is a growing group of committed colleagues in financially responsible schools around the world, all of which aim to be the school of choice in their local area. Learning is at the heart of everything we do for our pupils, colleagues and parents. We are committed to getting better, all the time.

ISP was founded by an experienced team of committed educationalists and commercial operators who have worked together over many years. Our growing group of private schools located in the UK, the USA, Europe, Costa Rica, Chile, Colombia, Ecuador, the United Arab Emirates, Qatar, Malaysia, Mexico and Peru educate children and pupils from 2-18 years of age. We have now expanded to 45 schools delivering multiple curricula and building on local brands and reputations with around 45,000 pupils and 7,000 staff located across the globe.

We believe that successful schools are the ones that put learning at the heart of everything they do, always aiming to create rounded individuals that are able to forge successful careers and lives in a rapidly changing world. Our goal is to enable our schools as the leading school of choice in their local area. We are a truly international group working in different cultures and speaking different languages. We work across countries and cultures, too, by working with each other and with other schools and communities. At ISP we continue to



engage with schools around the world who are interested in becoming part of our global group of schools and look forward to welcoming more pupils and staff to the group.

All our schools:

- Help children and pupils learn to levels that amaze them.
- Inspire children and pupils to be successful now and equip them to be successful later.
- Are truly international, working in partnerships within and across regions, cultures and languages.
- Aim to be the schools of choice for children, pupils and their families, wherever we are.

Park House English School is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. All shortlisted candidates and post holders are subject to appropriate International Criminal and Child Protection Background Checks or equivalent, covering the previous 10 years of employment history. Park House English School recruit teachers in several ways including direct application to the school and through international teacher recruitment agencies and organizations.

