



JOB DESCRIPTION: PRIMARY RECEPTIONIST

Position:	Primary Receptionist	Department:	Primary/Operations
Reports To:	Operations Manager	Direct Reports:	No

Our Receptionist, positioned within the Operational Support Team, is the first point of contact within the Primary school. The role holder requires a combination of exemplary customer service, precise facilitation of communication and administration support to reflect a reputable image of the school.

DUTIES & RESPONSIBILITIES:

- Greet visitors, parents and students in a professional and respectful manner via phone, email and in person.
- Direct and respond to a wide range of inquiries and requests from internal and external customers, with accurate and up to date information.
- Operating the school's main switchboard, transferring calls and taking and delivering messages.
- Facilitation of communication, in a timely manner, between students, teachers, administrators and support teams. Directing concerns, complaints and compliments to the relevant personnel or departments.
- Maintaining accurate school records including calls, visits, staff and student registers and school operations.
- Attendance administration including tracking and recording absence and punctuality (in line with school and KHDA policy), following up on unknown absences, informing relevant departments and updating ISAMS database.
- Ensure accurate approvals and recording procedures for student late arrival or early leave.
- Support with the coordination of events, celebrations and meetings including, room booking, organizing refreshments and invitations, creating displays and information boards.
- Providing administrative support to include reviewing and updating processes, documents, policies.
- Develops a positive, welcoming and caring environment whilst exhibiting a high standard of professional conduct.
- Responds to students' needs such as attending to those that are sick or hurt.
- Maintain school stationery inventory and supplies and support with the coordination of stock orders.
- Maintain positive relationships with all members of the team with a specific focus on the Secondary Receptionist to ensure uniformity where possible.
- Receive and record deliveries, arrange courier collections and maintain records.
- Organise annual staff and student photographs.
- Perform any other adhoc functions as requested by the Senior Leadership Team.
- To have due regard for safeguarding and promoting the welfare of children and young people and to follow child protection procedures adopted by The English College
- To execute the designated fire and lockdown evacuation role as outlined in the school's policies and review and maintain associated resources regularly i.e. staff lists, registers etc.

PERSON SPECIFICATION:

Academic/Professional:	Essential	Desirable
Good standard of education including English and Mathematics	✓	
Experience of working in a customer facing role delivering excellent customer service	✓	
Experience of a school based environment		✓
Experience of iSAMS systems		✓
Experience of general office administration		✓
IT proficiency including Word, Excel and PowerPoint	✓	

Competencies: Knowledge, Skills & Abilities	Essential	Desirable
Ability to communicate clearly and effectively, both written and verbal	✓	
Strong interpersonal skills	✓	
Planning and organisation skills to anticipate, prioritize and manage a variety of tasks	✓	
Excellent attention to detail and production of accurate work	✓	
Work flexibly and effectively under pressure to maintain deadlines	✓	
To be able to deal with regular interruptions	✓	
Understanding of statutory requirements including Safeguarding, Child Protections, Equal Opportunities, Health & Safety and Inclusion		✓
Behavioural:		
Customer focused	✓	
Ability to work collaboratively as part of a team	✓	
Adaptable	✓	
Approachable and empathetic	✓	
Drive and commitment that inspires others	✓	
High standards of dress, punctuality and attendance	✓	
Courteousness and professional demeanour	✓	
Ability to work with minimal supervision and use initiative	✓	

The English College is committed to the safeguarding of children and young people and will take all of the necessary steps, including safeguarding checks, to ensure that all members of staff who join the school community fulfil their responsibility in protecting children and promoting the welfare of all members of our school community. The English College recognises its responsibility to uphold all aspects of Federal Law Number 3 - Wadeema's Law - and works to ensure that EC is a safe place for all children, young people and all members of our school community.