

LOCATION	The British International School, Abu Dhabi	
JOB TITLE	Receptionist	
JOB PURPOSE	To carry out and promote highly effective front desk procedures and play a key role in representing the first impression of the school.	
REPORTING TO	Director of Admissions and Marketing	
DIRECT REPORTS	n/a	
OTHER KEY RELATIONSHIPS	Other receptionists, Admissions and Marketing Department, PAs	
KEY RESULT AREA		MEASURES OF PERFORMANCE
<p>Duties and responsibilities</p> <p><u>Welcoming Visitors and Responding to Enquiries</u></p> <ul style="list-style-type: none">• Act as the first point of contact for all school visitors enhancing the reputation of the school by creating an excellent first impression.• Meet and greet parents and visitors, ensuring that all enquiries are dealt with in a professional and friendly manner.• Be aware of upcoming school events in order to effectively and knowledgeably deal with enquiries. <p><u>Telephone Calls, Messages and Deliveries</u></p> <ul style="list-style-type: none">• Answer, screen and direct telephone calls.• Ensure all calls are answered or transferred with 5 rings• Check and set telephone answer machine services frequently• Monitor the log of all incoming calls• Accurately take and relay messages and enquiries from members of the public and prospective parents and new employees to the relevant department.• Receive, sort and distribute mail and deliveries. <p><u>Reception Area</u></p> <ul style="list-style-type: none">• Maintain a tidy desk, lobby and reception area.• Order, replenish and tidy magazines and newspapers as necessary• Ensure BISAD information is readily available in Lobby and all reception areas <p><u>Security</u></p> <ul style="list-style-type: none">• Create and distribute staff and parent ID badges in line with school policy.• Work in conjunction with the security guards to maintain security awareness within the school.• Manage the access of parents, students, and visitors to school building during the school day. <p><u>Administrative Support</u></p> <ul style="list-style-type: none">• Maintain the staff register and monitor employees arriving late or leaving early.• Issue “late slips” and mark attendance for late students using iSAMs and issue “early collection slips”.• Issue/receive term time absence forms.• Receive student doctors/ Medical certificates and sending to relevant departments.• Assist in distributing and maintaining the fire register and evacuation procedures.		

<ul style="list-style-type: none"> • Support school events where necessary (ticketing, promotion, organisation). • Provide administrative support to the Executive PA to the Principal as required • Provide general administrative and clerical support to the school management team where necessary. • Maintain manual and computerised records and filing systems in order to ensure effective information storage and retrieval arrangements. 	
Personal Development <ul style="list-style-type: none"> ▪ Continual development through the identification and implementation of your own Personal Development Plan 	<ul style="list-style-type: none"> ▪ Improved performance ▪ Performance appraisal ▪ Personal Development Plan
OTHER <ul style="list-style-type: none"> ▪ Promote and embodies The <i>CORE 7 Leadership Capabilities</i>: <ol style="list-style-type: none"> 1. Accountable – Establishes a high performing culture and accepts accountability for organisational performance. 2. Strategic – Leads opportunity and is committed to continuous improvement aligned with the organisational vision and direction 3. Collaborative – Works collaboratively with others to achieve organisational outcomes 4. Entrepreneurial – Creates organisational value for diverse stakeholders and achieves commercial success 5. Enabling – Drives excellence through valuing and developing others 6. Agile – Achieves personal and organisational success within a changing, dynamic and complex environment 7. Resilient – Demonstrates personal resilience within a demanding environment of high expectations ▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation ▪ A commitment to safeguarding and promoting the welfare of all pupils. ▪ Willingness to undertake appropriate child protection training when required 	<ul style="list-style-type: none"> ▪ Valued member of the team and organisation

PERSON SPECIFICATIONS	
Qualifications/Training	
▪ Customer service training	Desirable
▪ Receptionist / front of house training	Desirable
Experience / Knowledge	
▪ A strong background in customer facing roles.	Essential
▪ Experience in a multi-lingual, multinational organisation.	Essential
▪ Knowledge of an international educational setting,	Desirable
Skills	

▪ Fluency in written and spoken English.	Essential
▪ Expertise in working with Microsoft packages including: Word, Excel, PowerPoint and Outlook.	Essential
▪ The ability to work in a fast paced, ever changing environment and the willingness to take on multiple tasks.	Essential
Personal Attributes	
▪ High levels of personal integrity.	Essential
▪ Excellent organizational, prioritisation and time-management skills	Essential
▪ Attention to detail	Essential
▪ Ability to work under pressure and remain calm	Essential
▪ Willingness to take on multiple tasks	Essential
▪ Proactive and able to prompt others to ensure deadlines are achieved	Essential
▪ Self-motivated and enthusiastic	Essential
▪ Ability to work independently	Essential
▪ Continually strive for improvement	Essential
▪ Adaptability	Essential

OTHER CONDITIONS

Compliance with visa requirements for working in the UAE.

At Nord Anglia Education we are committed to providing a world class, safe, happy environment in which children and young people are able to thrive and learn. We are committed to safeguarding and promoting the welfare of all our pupils irrespective of race, ability, religion, gender or culture.

All post holders in regulated activity (having regular unsupervised contact with children) are subject to appropriate national and international vetting procedures including satisfactory criminal record checks from both Country of residence/birth and any Country of residence within the last 10 years.