

FRONT OFFICE ADMINISTRATOR

JOB DESCRIPTION

Primary Objective of Role

The primary purpose of this role is to provide a professional and efficient front office/reception service to any person making contact with Doha College and support with front office related tasks.

Accountability and Responsibilities

Safeguarding and promoting the welfare of students

- Incorporate the school's vision, mission and core values into normal working practice.
- Be responsible for safeguarding and promoting the welfare of all students that the Learning Support Assistant comes into contact with.
- Follow the reporting procedure contained in the Child Protection Policy with regards to raising concerns about the welfare of any student.
- Act in accordance at all times within the school's policies and procedures, including but not limited to, the Standards of Conduct Policy, Health, Safety, Security and Environment Policy and the Human Resources Policy Manual.

Main Duties

Key result areas:

- Act as a key interface between Doha College and any person contacting the college, either in person, on the telephone or by email, answering queries and directing them to the appropriate department as necessary.
- Maintain and administer booking systems for on-site facilities.
- Coordinate and update daily communication.
- Maintain and update registration and absence data within our school database as well as monitoring students departing and arriving at the college during school hours.
- Update and maintain staff handbook, telephone lists, vehicle registration logs, meetings and staff changes.
- Distribute mail internally and prepare outgoing mail for postage including courier collections.
- Liaise with security on arrangements for planned visitors, buses and maintain car parking.
- Arrange and manage the issue of staff identity/security passes in liaison with the HR team.
- Set up parents meeting appointments.



- Arrange and manage the issue of security passes.
- Provide administrative support to other admin departments as required.
- Use Adobe electronic signature for various paperwork.
- Format and prepare letters for issue.
- Cover in Front Office Primary/Secondary, as required.
- Provide an administrative support service to others as needed, e.g., Form Tutors/Class Teachers, Learning Support, PAs etc.
- Provide general front office service including, ordering of stationery items, photocopying.
- Coordinate ordering and distribution of diaries and planners each academic year.
- Liaise with and assist as necessary with CCA Coordinator when directed by Head of communications.
- Act as focal point during any emergency evacuation.
- Any other responsibilities relevant to the role.

Support staff are expected to work flexibly to enable the effective discharge of their professional duties.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a line manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time, following discussion between the line manager and member of staff, with changes proposed to the COO for endorsement.

Safeguarding

Doha College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening, including reference checks with previous employers and a criminal records check. Teaching staff will also be subject to a Barred List and Prohibition from Teaching Check. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Diversity, Equality and Inclusion (DEI)

As an equal opportunities employer, Doha College is committed to a culture of diversity, equity and inclusion. We believe that a diverse staff body reflects and supports the diversity of our students and wider society and leads to a cognitive diversity that promotes excellence in all areas.

PERSON SPECIFICATION

Key Requirements

Qualifications

- Minimum Secondary/High School Level Education (E)
- Relevant professional qualification (D)



Experience

- Experience of working in an administrative role, ideally in a school or customer-service driven environment. (E)
- Previous experience in customer service (E)
- Experience of school Information Systems. (D)

Skills, Knowledge and Abilities

- Excellent interpersonal and communication skills (written and verbal). (E)
- Total integrity to deal with confidential information.(E)
- Team-player, who is flexible to take on any task assigned.(E)
- Excellent command over written and spoken English.(E)
- High level of accuracy and attention to detail.(E)
- Adept in the use of Microsoft applications (including excel, mail merge, etc.), databases and google docs. (E)
- Must be able to prioritise and plan work activities as to use time efficiently.(D)
- High degree of initiative and forward planning. (D)

Personal Behaviours

- Resilient and positive; willing to go the extra mile in the bustling life of a school
- Ability to identify problems and bring creative solutions
- An outstanding communicator who is dynamic and innovative
- Flexible and adaptable, with energy, stamina and enthusiasm
- Empathetic, with excellent listening skills
- Kind and inclusive
- Effective interpersonal skills with the ability to work as part of a team to motivate, challenge and inspire colleagues

Ethos and School Values

- An individual with a genuine dedication to the safeguarding and welfare of students in their care
- Committed to operating as an integral part of the school community
- Committed to Doha College's Values, our Vision and Mission
- Possess the desire to get involved in all significant aspects of Doha College school life
- Ability to remain positive, professional, enthusiastic and maintain a sense of humour when working under pressure

