



POSITION DETAILS:

Position Title:	Administration Assistant
Reports to:	Executive Vice Principal <i>(allocated as per the needs of the Senior Leadership Team)</i>
Division:	School Support
Department:	Administration
Grade:	4
Contract Type:	Administration
Leave:	Administration

JOB PURPOSE

The Administration Assistant works as a key role in the administration of the School providing administrative support and ensuring the smooth running of the school in day-to-day operation. This role provides a vital interface with stakeholders including leadership, staff, students and parents. The Administration Assistant possesses the skills to ensure customer satisfaction is given the highest priority. The role actively supports the school's academic leaders to achieve targets through delivery of efficient and pro-active planning and excellent administrative skills and efficiency.

KEY RESPONSIBILITIES:

Functional responsibilities

- To assist the school's leadership to deliver excellent results for all stakeholders.
- To manage calendars and diaries as directed.
- To provide high standards of pro-active support including showing initiative in dealing with all administrative matters effectively.
- To display a high level of professionalism and diplomacy, observing full confidentiality, when dealing with school leaders, students, staff and parents.
- To provide translations of documents and to support meetings between Arabic and English as required.
- To build strong and effective relationships with the whole school community, with a particular focus on ensuring customer (parent) satisfaction.

Core responsibilities

- Communicates with members of the RAK Academy community, using discretion and judgment, providing solutions and ensuring individuals are able to access relevant staff members to provide further support and direction.
- Has a strong knowledge of the academy's policies, practices and professional expectations, with a particular focus on ensuring customer satisfaction.



- Works positively and collaboratively with *Sales/Enrolment, Administration and Customer Liaison* team members to provide excellent service both internally and for customers (parents), with a shared vision for a positive customer interface.
- Manages internal data and communication processes to a high level, ensuring relevant confidentiality is maintained and communications are effective and timely.
- Maintains and coordinates multiple calendars to ensure strong organization and proactive planning is a core element of the school's processes.
- Attends meetings and acts as recorder, preparing and distributing reports for actions taken and assignments made as requested by senior leadership.
- Works efficiently with a service-oriented attitude under high-pressure situations with constant interruption.
- Arranges all administration as requested by senior leadership.
- Supports leadership to manage and organize efficient internal meetings and actions in a timely and proactive manner

Confidentiality

- The role of the Administration Assistant includes regular access to information of a confidential nature. A high level of expectation is placed within this role to ensure confidentiality is always maintained.

COMMUNICATION & WORKING RELATIONSHIPS:

Internal:

- Executive Principal
- Executive Vice Principal
- School Senior Leadership Teams
- School Academic Staff
- Non-Academic Departments

Key Functional Working Relationships

- Line manager (as directed by Executive Vice Principal)
- Administration Assistants (colleagues)
- Sales and Enrolment team
- Customer Liaison team

External:

- Parents (Customer)
- Public
- MOE and RAK DOK
- Accreditation and Inspection Bodies
- External providers
- Third-party partners
- IDO
- RAK Protocol Department

QUALIFICATIONS, EXPERIENCE, & SKILLS:

Educational Qualifications:

- Bachelors' degree desirable but not mandatory

Experience

- Experience of at least 3 years working in a similar position
- Bi-lingual - good standard of both English and Arabic (written, reading, and spoken).



- Proven ability to manage multiple tasks and deadlines under pressure while delivering excellent outcomes

Other requirements

- Confident in using a range of IT systems, including Microsoft Word/Excel/Outlook.
- Ability and/or knowledge of school communications apps and software systems (iSams, Dojo, Learning ladders, etc) – desirable but not mandatory.
- Able to analyse and synthesise key information and data efficiently and accurately.
- Strong organizational and prioritization skills, showing initiative and an ability to work well with a diverse range of people.
- Attention to detail with diligent follow up, and able to execute in a timely manner.
- Interpersonal skills, able to operate in a diverse and multi-cultural environment.
- Discretion, tact and confidentiality.
- Loyalty to the Academy and a willingness to support the positive image of the academy both externally and internally.

VERSION CONTROL:		
Prepared by	EP	Date: March 2025
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