



Job Description

Job Details		Job Code:	
Job Title:	Receptionist		
Grade:	2 - Officer		
Business Unit:	Repton Abu Dhabi School	Location:	Repton Foundation Abu Dhabi School
Department:	Admissions and registration	Function:	Admissions
Reports to:	Registrar		
Role Overview			
Purpose:	The Receptionist acts as the first point of contact with staff and parents and is the face of the school. The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that the Admissions department, as well as the school, run smoothly.		
Customers:	<ul style="list-style-type: none"> <li>• School current and prospective parents</li> <li>• Teaching and administrative staff.</li> </ul>		
Responsibilities:	<ul style="list-style-type: none"> <li>• First point of contact for all parent, staff and visitor queries, is able to confidently answer frequently asked questions with accurate information.</li> <li>• Updates the notice board and interactive screens on a daily basis.</li> <li>• Provides administration support to other departments as requested by line manager.</li> <li>• Updates class registers each morning and makes calls home for late/absent children.</li> <li>• Manages and responds to the info@ email address, ensuring emails are actioned and appropriately filed within 2 business days.</li> <li>• Answers incoming telephone calls, determines purpose of calls, and forwards to appropriate personnel or department. Takes accurate messages if required and relays information to relevant stakeholders in a concise way.</li> <li>• Accepts deliveries of postal and couriers as required.</li> <li>• Welcomes on-site visitors, determines nature of business, and announces visitors to the appropriate personnel. Ensures that all visitors have successfully signed in with security as per protocols.</li> <li>• Supports admissions in making new parent access passes.</li> <li>• Liaises with Bus Guardians in ensuring safe arrival and departure of students and tracking attendance.</li> <li>• Supports recruitment activities where required, including a limited number of weekend or evening events such as Open Days and Community Fairs.</li> <li>• Ensures that the reception is a safe and secure environment for students, families, staff and visitors and that it is clean, tidy and presentable. Escalates to Facilities Management for any required support.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Provides suitable cover to other receptions if required</li> <li>• Acts as an Evacuation Coordinator as per the Emergency Evacuation protocol</li> <li>• Maintains an adequate inventory of office supplies. Informs Stores in advance for re-orders and makes sure that stock is always available.</li> <li>• Directs complaints to the concerned person and appropriately manages parents' expectations.</li> <li>• Calls all absentees on daily basis and updates Engage accordingly.</li> <li>• Keeps a record of late students and updates Engage accordingly.</li> <li>• Apart from the duties and responsibilities listed above, the employee may be required to perform additional duties as advised by the Management from time to time.</li> </ul>
Behavioral Competencies	<ul style="list-style-type: none"> <li>• Communication – polite, calm, assertive</li> <li>• Commercial awareness – maintains a professional appearance (dress code &amp; reception area)</li> <li>• Organisation – multi-tasking, able to prioritize, supports wider team</li> <li>• Safety focused – child safeguarding, response during emergency drills, visitor access</li> </ul>
Conditions of Work:	<ul style="list-style-type: none"> <li>• Normal administrative hours 7.30am – 4.30pm, with office working conditions</li> <li>• Term-time only, subject to the terms of individual employment contracts and to the relevant labour law.</li> </ul>
Talent Specifications	
Experience	<ul style="list-style-type: none"> <li>• 2 years of experience in relevant field</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Capable of working at high pace and meeting demanding activity targets</li> <li>• High multitasking skills</li> <li>• Expert customer experience and service delivery skills</li> <li>• Expert Microsoft office skills</li> <li>• Excellent written and verbal communication skills</li> </ul>

Document Control

Last Update by:	F Davis	Date:	04.04.21
Approved by:		Date:	