



Queen  
Elizabeth's  
School

GURUGRAM, INDIA



CANDIDATE BRIEF FOR THE APPOINTMENT OF

Receptionist



# Welcome Message

Thank you for your interest in joining Queen Elizabeth's School, Gurugram. I am delighted you're exploring the possibility of becoming part of our extraordinary journey. At Queen Elizabeth's Global Schools, we are doing something truly special. We are building an ambitious and inclusive family of schools inspired by the values and heritage of our founding school Queen Elizabeth's School, Barnet—one of the UK's most academically distinguished institutions. But while our standards are world-class, our mission is deeply human: to nurture confident, able, and responsible young people, who are ready to shape the world with both intellect and integrity.

We are unapologetically aspirational for every child and every colleague. That means we expect the best, but we also give our best. As part of our team, you'll find yourself surrounded by high-performing, like-minded professionals who support, challenge, and inspire one another every day. You will be empowered to lead, to grow, and to make a genuine impact. We are proud of the diverse and inclusive communities we are cultivating across our schools, and safeguarding is central to all that we do. This is a place where every individual, regardless of background, is seen, heard, and valued.

If you believe in the power of education to transform lives, and if you are excited by the idea of helping shape something exceptional from the ground up, we warmly invite you to take the next step with us.



**Caroline Pendleton-Nash**  
CEO, Queen Elizabeth's Global Schools



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# The School

At Queen Elizabeth's School, Gurugram, we proudly extend the distinguished legacy of Queen Elizabeth's School, Barnet—one of the United Kingdom's most celebrated academic institutions. Founded on centuries of tradition and intellectual rigour, our branch schools uphold an uncompromising commitment to academic excellence, character formation, and cultural enrichment.

Our vision is to cultivate dynamic, world-class learning environments where the next generation of confident, able, and responsible young people are shaped. We challenge our students to think independently, lead with purpose, and embrace a global perspective—all within a community that values tradition, discipline, and innovation.

By blending the timeless values of our founding school with the opportunities of a rapidly evolving world, we ignite curiosity, inspire ambition, and prepare our students to make meaningful contributions to society—as scholars, leaders, and changemakers.





# The Opportunity

We are seeking a polished, highly professional, and service-driven Receptionist to be the welcoming face and voice of Queen Elizabeth's School, Gurugram.

As the first point of contact for parents, guests, and staff, you will play a pivotal role in representing the school's values and standards from the very first interaction. Your presence at the front desk will set the tone for every visitor experience—providing a calm, courteous, and highly efficient point of entry into our school community.

In addition to managing front-of-house operations, you will play a key role in facilitating smooth day-to-day communication across departments, ensuring that information flows clearly, accurately, and with warmth. From managing visitor protocols and supporting safeguarding compliance, to coordinating communications and maintaining a professional and welcoming reception space, your attention to detail and discretion will be essential.

As a valued member of our team, you will contribute to the wider mission of Queen Elizabeth's Global Schools, upholding the values and heritage of our founding institution, Queen Elizabeth's School, Barnet—renowned for excellence, tradition, and community care.

If you are an exceptional communicator with a strong sense of service and a passion for creating outstanding experiences, we would be delighted to hear from you.

# The Role

Job Title: **Receptionist**  
Reporting to: **Marketing Manager**

## Front Desk Management

- Serve as the welcoming first point of contact for all parents, visitors, and staff, embodying the values and tone of the school in every interaction.
- Greet guests with warmth, poise, and efficiency, ensuring their experience reflects the school's high standards of service and hospitality.
- Manage all incoming mail, calls, emails, and enquiries with clarity and discretion, routing communication accurately and in a timely manner.
- Maintain a pristine, organised, and polished reception area that conveys the school's commitment to excellence, order, and care.

## Executive-Level Administrative Support

- Oversee the visitor management system, ensuring full compliance with safeguarding protocols and maintaining accurate daily records.
- Assist with key administrative duties including professional filing, secure data entry, and the distribution of internal communications and notices.
- Maintain and regularly update the school's internal contact directories and staff information systems.
- Provide logistical support for school events, leadership meetings, and parent appointments, ensuring a seamless experience for all stakeholders.

### **Parent and Student Liaison**

- Act as a trusted point of contact for parents, offering clear and courteous guidance on school procedures, calendars, and events.
- Support students with empathy and professionalism when they access reception services, ensuring needs are responded to appropriately and efficiently.
- Address parent enquiries with warmth and confidentiality, escalating matters thoughtfully and promptly where necessary.

### **Communication and Operational Coordination**

- Serve as the central hub for internal communications, ensuring messages are conveyed accurately and delivered with urgency where required.
- Liaise across academic and operational departments to support school-wide coordination, particularly during events, peak periods, and key moments in the school calendar.

- Maintain a strong working knowledge of school events, schedules, and protocols to provide consistent and informed support to all who engage with the school.

### **Safeguarding, Security, and Professional Conduct**

- Ensure all visitors adhere to safeguarding expectations by following check-in procedures, issuing appropriate identification, and monitoring access to school areas.
- Stay alert to any security concerns, reporting observations promptly to designated personnel and contributing to a culture of vigilance and care.
- Support the smooth running of emergency protocols, such as fire drills and lockdowns, by assisting with visitor management and accurate record-keeping.
- Maintain the highest standards of confidentiality, integrity, and professionalism in all aspects of the role.



# The Person

## Qualifications and Experience

- Bachelor's Degree or equivalent; additional qualifications in administration or customer service are a plus.
- A minimum of 3 years of experience in a receptionist, front desk, or customer service role, preferably in a school or educational setting.
- Familiarity with Cambridge International Curriculum schools or international educational institutions is an advantage.
- Knowledge of safeguarding and health and safety procedures is preferred.
- Excellent verbal and written communication skills in English; additional languages are an advantage.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with school management systems is desirable.

## Personal Qualities

- Strong interpersonal skills with a friendly and approachable demeanour.
- Well-organized, with the ability to multitask and prioritize tasks in a fast-paced environment.

# The Package

We believe that outstanding staff deserve outstanding support. Our compensation and benefits package reflect our deep commitment to attracting and retaining exceptional colleagues who share our ambition and values. Subject to individual status, our package includes:

**Salary** We offer a generous salary aligned to our internal salary scale, which is based on qualifications and experience. This scale is reviewed annually by the Governing Body to ensure it remains competitive with leading international schools. The salary reflects our expectation that staff contribute fully to the co-curricular, pastoral, and house life of the school. A strong commitment to holistic education is at the heart of our professional culture.

**Medical Insurance** Comprehensive medical insurance is provided for the employee and dependents (where applicable).

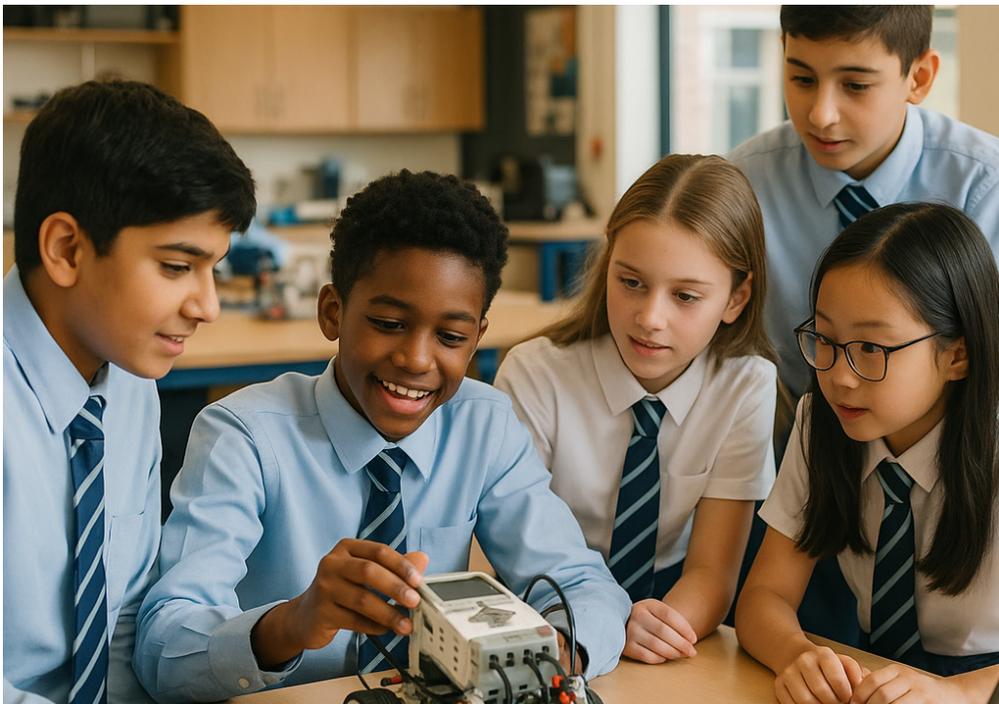
**Gratuity** End-of-service gratuity provided in accordance with local Labour Law.

**Professional Development** A dedicated Professional Development Fund is available to support continuous growth through courses, certifications, or attendance at leading educational conferences.

**Discretionary End-of-Contract Bonus** A discretionary bonus may be awarded upon completion of the contract, in recognition of performance and contribution to school life.

**Wellbeing & Staff Culture** A calendar of staff wellbeing and enrichment activities, focused on balance and connection. A supportive, inclusive environment where all colleagues are valued, inspired, and empowered.





## The Process

Applications should be submitted electronically via the TES platform. Please ensure that all required documents are uploaded as part of your application.

Shortlisted candidates will be asked to present their vision for delivering outstanding Administrative Services to support the school to nurture confident, able, and responsible young people, in alignment with the mission of Queen Elizabeth's Global Schools.

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Queen Elizabeth's Global Schools are an equal opportunities employer and is deeply committed to safeguarding our students, ensuring their safety and wellbeing. We expect all staff and members of our community to share this commitment and to promptly report any concerns about a student's or community member's safety or wellbeing. Applicants must be willing to undergo rigorous child protection screening, including checks with past employers and providing Police Clearance Certificates from all countries that the applicant has resided in.

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\*Some images within this document have been generated using Artificial Intelligence (AI).

\*Opening and operations are subject to building completion and final approval from the Government of Haryana Education Department and Cambridge International Education.