

| Job Details | | Job Code: | |
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| Job Title: | Junior School Receptionist | | |
| Grade: | | | |
| Business Unit: | Repton Dubai | Location: | Repton Junior School B-block |
| Department: | Junior School | Function: | Administration |
| Reports to: | PA of Head of Junior School | | |
| Role Overview | | | |
| Purpose: | The Receptionist acts as the first point of contact with staff, parents and students and is the face of the school. The Receptionist provides secretarial, clerical, and administrative support to ensure Junior school operations run smoothly. | | |
| Customers: | <ul style="list-style-type: none"> • School current and prospective parents • Teaching and administrative staff. • Students | | |
| Responsibilities: | <p><u>Front of House -Responsibilities</u></p> <ul style="list-style-type: none"> • First point of contact for all parent, staff, and visitor queries, is able to confidently answer frequently asked questions with accurate information. • Challenge parents and visitors who do not have the appropriate lanyard. • Ensure all visitors are signed in as per protocol. • Assist visitors in meeting with the appropriate member of staff. • Accepts deliveries of postal and couriers as required. • Directs complaints to the concerned person and appropriately manages parents' expectations. • Acts as an Evacuation Coordinator as per the Emergency Evacuation protocol. • Provides suitable cover to other receptions if required. • Exhibit the ability to constructively deal with conflict and present effective resolutions. • Assist parents/nannies/drivers for deliveries and early pick up. <p><u>Administration Responsibilities</u></p> <ul style="list-style-type: none"> • Updates the notice board and interactive screens daily. • Provides administration support to other departments as requested by line manager. • Tracking attendance and punctuality and reporting back to class teachers (primary) for follow-up with parents. • Updates class registers each morning and makes calls home for late/absent children. • Manage ISAMS parent profiles ensure information is correct and updated. • 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. • Supports admissions in making new parent access passes. • Liaises with Bus Guardians in ensuring safe arrival and departure of students and tracking attendance. • Supports School activities where required, including a limited number of weekend or evening events such as Open Days and Community Fairs. | | |

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| | <ul style="list-style-type: none"> • Maintains an adequate inventory of office supplies. Informs Stores in advance for re-orders and makes sure that stock is always available. • Verify Recruitment references of new staff for HR and SLT • Create a daily attendance report for SLT. • Manage staff absences on cover manager and HR manager, input data of staff absences into ISAMS. • Understand data protection and confidentiality. • Update ISAMS calendar with school activities <p><u>Additional Responsibilities</u></p> <ul style="list-style-type: none"> • Creating/managing the Junior school weekly newsletter, with content and organisation. • Managing the We are Repton Dubai Instagram account, uploading content and creating content. • Managing the Repton Media email account, with responses and uploading content onto relevant channels. • Creating/managing Surveys and forms on Microsoft office that supports initiatives and engagement. • Assisting/creating content for sustainability projects and initiatives, work closely with the student Eco Council to communicate Green initiatives through social media and the school newsletter. • Assist with promoting Repton Dubai Go Green campaign initiatives with the Eco council. |
| Behavioral Competencies | <ul style="list-style-type: none"> • Communication – polite, calm, assertive • Commercial awareness – maintains a professional appearance (dress code & reception area) • Organisation – multi-tasking, able to prioritize, supports wider team. • Safety focused – child safeguarding, response during emergency drills, visitor access. |
| Conditions of Work: | <ul style="list-style-type: none"> • Normal administrative hours are 7.30am – 4.30pm, with office working conditions. • Annual leave which must be taken within term breaks |
| Talent Specifications | |
| Experience | <ul style="list-style-type: none"> • 2 years of experience in relevant field |
| Skills | <ul style="list-style-type: none"> • Capable of working at high pace and meeting demanding activity targets • High multitasking skills • Expert customer experience and service delivery skills • Expert Microsoft office skills • Excellent written and verbal communication skills |

Document Control

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| Last Update by: | | Date: | |
| Approved by: | | Date: | |