

ROLE PROFILE – Receptionist, Repton Dubai

Job Title: Receptionist, Repton Dubai

Reporting To: Admissions and Parent Experience Manager, Repton Dubai

Purpose: The Receptionist is the welcoming face of the Repton Dubai, playing a critical role in providing first impressions and ongoing support to families and visitors. As a key member of the Admissions and Parent Experience Team, the Receptionist assists with a variety of front-of-house processes, underpinning the school's commitment to exceptional service from the first point of contact through to enrolment and beyond.

Key Responsibilities:

Front of House Excellence:

- Serve as the primary point of contact for parents, visitors, and the school community, ensuring a warm welcome and prompt, professional service. Ensure all visitors are signed in as per protocol.
- Efficiently manage incoming calls, directing enquiries, and providing information with courtesy and accuracy.
- Confidently answer frequently asked questions with accurate information as the first point of contact for all parent, staff and visitor enquiries.

Admissions and Tour Coordination:

- Assist with scheduling and confirming school tours and open days, providing logistical support to ensure a smooth and positive experience for prospective families.
- Support the admissions process by helping with document collection, follow-ups, and ensuring a smooth transition for new students.
- Contribute to the maintenance of CRM data accuracy, supporting informed decision-making within the admissions process.

Customer Experience and Engagement:

- Maintain an in-depth understanding of the school's calendar, events, and activities to effectively communicate and engage with the parent community.
- Maintain open lines of communication to new & prospective parents ensuring that their concerns and feedback are handled effectively and efficiently; liaising with other school personnel as required.
- Uphold organizational excellence at the front desk, ensuring efficient operation and an inviting atmosphere. Ensure the reception area is tidy and presentable, with all necessary stationery and material.

Administrative Support

- Manage the absence mailbox by translating the information onto iSAMS (school management system), responding to emails from parents, disseminating the information to teachers, and recording absences accurately.
- Use HubSpot to support the Admissions teams with re-registration processes and event management.
- Provide administration support to other departments as requested by the line manager.
- Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; and verifying receipt of supplies.

General Responsibilities:

- Model and promote the school's values in all interactions, fostering a culture of kindness, fairness, and ethical conduct.
- Adhere to safeguarding policies, maintaining a safe and supportive environment for all students.
- Maintain confidentiality and adhere to school policies, demonstrating a professional approach to all aspects of school life.
- Engage in personal development and contribute positively to the school's community spirit.

Qualifications and Experience:

- A proven background in Sales and Customer Service.
- Experience with CRM software, alongside a keen ability to navigate and leverage various administrative platforms.
- Exceptional communication skills, both written and verbal, complemented by a proficiency in the English language.
- A proactive, detail-oriented approach, capable of thriving both independently and within a collaborative team setting.
- Demonstrated ability to manage complex stakeholder relationships, embodying sensitivity, tact, and confidentiality.
- A strong alignment with Cognita's vision and values, promoting them passionately within and beyond our school walls.
- Flexibility to accommodate the dynamic needs of our community, including occasional weekend commitments.

This role is an opportunity to contribute significantly to the growth and flourishing of our global community, ensuring every family's journey with us begins on a note of personalized care and excellence.