

Role Profile Receptionist/ Admin Support

Location: The British School of Barcelona

Function: School Administration

Reporting To: Operations Manager and Business
Manager

Role overview

What you'll be doing

Role purpose

The Receptionist will play a vital role in supporting various departments across BSB by delivering outstanding customer service and administrative assistance. This is a dynamic and engaging position where you'll have the opportunity to make a meaningful contribution to the school community.

As a key member of our administrative team, you will help drive our strategic priorities and support the continued growth and development of the school. You'll be working in a collaborative, high-performing environment that values excellence and teamwork.

Key responsibilities

Reception Tasks

- Support staff in their accommodation search, taking into account lifestyle, budget, and transport needs.
- Has a welcoming attitude towards all visitors, the whole school community and third parties by greeting them, in person or on the telephone, and resolves queries through professional customer service.
- Signs visitors in and out of school and directs those visitors to their correct destination always bearing in mind the Safeguarding Policy, monitoring a logbook and coordinating visitor badges.
- Manages the internal switchboard and solves day to day issues; ensuring the communication is delivered accurately.
- Generates reports for attendance and absence ensuring are up to date.
- Registers the number of staff members having lunch and provide it to the catering company

Administrative Tasks

- Support other administrative departments with administrative tasks.
- Assists with basic first aid for students in line with H&S and safeguarding guidelines.
- Manages deliveries (sending and receiving) and in-house distribution.
- Ensures the meeting rooms are tidy & presentable throughout the day.
- Supports with back-office administration (updating reports, databases, archives) and effectively handles confidential / sensitive information.
- Keeps fire / evacuation lists updated.
- Is aware of and complies with, policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

What you'll bring

Essential

Skills

- Fluent in Spanish/English – other languages will be a plus.
 - Advanced computer skills
 - Excellent Professional Communication Skills
 - Organisation and multitasking
 - Initiative and problem-solving abilities
 - Supportive and conflict solving approach
 - Ability to work under stressful situations
 - You love working with children
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Qualifications

- High School Diploma
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Experience

- At least 2 years in a similar position
 - Experience coordinating with external providers (lawyers, real estate agents, utility companies, etc.)
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Key Stakeholders you'll be working with

- **Internal:** School staff and students
- **External:** School community, providers and third parties

Hierarchical dependency:

Direct Report: Operations Manager and Business Manager

Indirect Report: Headteachers and Executive Principal

To be signed and dated by employee:

Signed:

Name (print):

Date:

COGNITA