



## **JOB DESCRIPTION –School Receptionist/Administrator**

ICS is an independent, IB World School, founded in 1979, providing an international IB education to students aged 3 - 18. In addition, excellent examination results for its IB Diploma graduates, and a successful academic programme in both the primary and middle school, make the School a unique, exciting pedagogical offer for international, as well as British, families. Students graduate from the School and enter competitive university programmes around the world including the UK and the USA. A successful and highly regarded English Language Summer School – certified through the British Council - completes the academic provision of the School. ICS is part of the Globeducate group - a network of 51 premium international schools and online programmes educating more than 25,000 students in ten different countries and on three continents. The Globeducate mission is that we *prepare each student to become a global citizen who can shape the world* [<https://www.globeducate.com>]. We are also a member of the Independent Schools Association (ISA), a group of over 500 of the best independent schools in the UK.

ICS has a commitment to safeguarding and promoting the welfare of children and young people. All appointments are subject to satisfactory background checks including Enhanced DBS checks/Overseas Police Checks, Prohibition checks and reference checks. During interview all candidates will be asked to talk through their applications, including periods when they were not working. ICS is committed to equal opportunities.

<b>JOB TITLE</b>	<b>REPORTING TO</b>
School Receptionist/Administrator	Primary Principal
<b>START AND END DATES</b>	
4 January 2021 – 23 June 2021 (term time only)	
<b>WORKING HOURS</b>	
08.30 – 15:00 (6.5 hours per day, including breaks) Monday – Friday on part-time fixed term contract	
<b>LOCATION</b>	
ICS Primary School, 7b Wyndham Place, London W1H 1PN	

--

<b>SALARY</b>
---------------

Annual salary: £19,890 - £22,100 (FTE1.0) depending on experience/qualifications Effective salary: £6,318 -£7,020 (FTE0.32)
--

<b>Holiday</b>
----------------

Pro rata of 28 days paid holiday per year including Bank Holidays. (12 days during the period of this contract) Holidays must be taken during school holidays ( February Half term, Easter break and Bank Holidays in May).
---

<b>CONTEXT</b>
----------------

This job is located at ICS, London, where the postholder will be responsible for front of house operations. The postholder will play a full role in the everyday life of the schools, including administrative tasks, registers, duties, cover, meetings, finance and extra-curricular activities.
--

<b>RESPONSIBILITIES/DUTIES</b>
--------------------------------

- |  |
|--|
| <ul style="list-style-type: none"><li>• Manage all front office reception duties: answer phone, receive deliveries, welcome visitors (learn how InVentry works), respond to parent queries by phone, email or in person, liaise with businesses who hold established relationships with the school (i.e. buses and catering companies).</li><li>• Customer Service: Ensure high client satisfaction with fast response to inquiries and with a friendly and helpful manner, problem-solving not only for parents, but also for students and staff.</li><li>• Student Attendance: chase unreported absences, update absence phone call spreadsheet and keep registers accurate, and pick up/drop off changes. Maintain absence request forms, inform appropriate staff members of absences, run 2-week attendance reports twice a month and analyze data for principal</li><li>• Manage and monitor primary academic calendar, meeting room, principal's calendar</li><li>• Buses: Update bus lists with changes, inform teachers and students, liaise with a bus company, assisting a principal to solve any bus-related problems</li><li>• Communication: Send emails to all parents on behalf of the principal or head of school</li><li>• Admissions: help run Passport/visa reports, ISI reports, previous schools, starters and leavers reports for a local council, track and update expired visas and passports, keep track of Tier 4 student holidays</li><li>• Staff Attendance: keep track of staff absences, send reminder emails to staff to fill out self-certification forms</li><li>• Records: Keep and organize/file physical student records, ensure they are up to date</li><li>• School photographs: schedule photographs, coordinate schedule on the date of, distribute order forms, liaise with a photographer (Jan) and whole school photos in (March). Obtain permission in order to have a whole school photograph in March from the local council.</li></ul> |
|--|

- Finance and resources: petty cash, purchase orders for general resources for primary (such as paper, tissues, office supplies, etc)
- School functions: Support school staff in preparation of school functions
- Set up, monitor and manage the various databases/information systems - iSAMS, Open Apply, google platform, parent portal on iSams, inVentry, and Managebac
- Participate in training days, parents evenings and school functions according to the published schedule
- Play a supporting role in the site management of the school premises, working with facilities manager
- Fire Evacuation List - Update list daily ensuring that all absent students are recorded.
- Enrolment letters- fill these out for any ex-students that request them.

### **PERSON SPECIFICATION**

<b>QUALIFICATIONS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ Degree level qualifications or relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Administration and customer service qualifications</li> <li>▪ EFL/ESL qualifications</li> <li>▪ First Aid qualifications</li> </ul>

<b>EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ Experience in a school, office, retail or hotel environment</li> <li>▪ Experience working with multinational clients</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working outside the UK</li> <li>▪ Experience of working in education</li> </ul>

<b>SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ Excellent communication skills</li> <li>▪ Strong IT skills</li> <li>▪ High level of time management skills</li> <li>▪ Ability to set a high standard of professionalism</li> <li>▪ Ability to show initiative and contribute new ideas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to learn independently</li> <li>▪ Have networking and negotiating skills</li> <li>▪ Ability to facilitate a process</li> <li>▪ Ability to speak other languages</li> </ul>

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>▪ Knowledge of approaches to customer service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of iSAMS</li> </ul>

<ul style="list-style-type: none"> <li>▪ Knowledge of database input and outputs</li> <li>▪ Knowledge of mixed culture environments</li> </ul>	
--	--

OTHER ATTRIBUTES	
Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Strong commitment to the ICS philosophy and programmes</li> <li>▪ Strong commitment to child protection and safeguarding</li> <li>▪ Ability to work under pressure</li> <li>▪ Ability to work in a team</li> <li>▪ Understanding of other cultures</li> <li>▪ Understanding of equal opportunities policies, and the impact that such a policy has on school client relations</li> <li>▪ Strong commitment to continuing professional and personal development</li> </ul>	