

Role Profile			
<b>Role</b>	<b>Arabic-Receptionist/Admin (Maternity Cover-Temporary)</b>	<b>School</b>	Oryx International School
<b>Line Management</b>	Not Applicable	<b>Reporting To</b>	Head of Admissions and Marketing
<b>Internal and External Interactions</b>	All admin and support functions, Students, Parents, Visitors	<b>Hours</b>	40 hours per week
Background and Role Purpose			

Educating nearly 2,000 students, Oryx International School delivers the best of British education exclusively to the children of employees of Qatar Airways and its approved subsidiaries. Owned by Qatar Airways and managed by Orbital Education, the school provides the highest standard of facilities and the best British International education in a safe, caring and welcoming environment. The school's Mission is to deliver an engaging, value-rich, broad and balanced 'British International Education Programme' to the children of the employees of Qatar Airways through highly qualified and experienced UK curriculum teachers. The vision of the school is to ensure that students leave Oryx International School equipped, confident, and ready to face the challenges that their next stage of life will bring. Students in their time studying at the school, will have developed effective behaviours that will enable them to thrive and succeed as global citizens of the 21st century, thanks to our school Values and unique approach to education. For more information, [www.oryxschool.qa](http://www.oryxschool.qa)

#### The Role & Purpose:

Promotes the image of the Oryx School by greeting, welcoming and assisting callers, visitors, staff and students and ensures that all aspects of the reception area are run efficiently and effectively. Performs general administrative duties and supports the Executive, Secondary and Primary Principals and the Marketing and Admissions with administrative work.

#### i) Key Accountabilities and Roles

- Arabic and English – written and spoken required
- Receive and greet all visitors and ensure they are appropriately welcomed, announced and directed timeously and efficiently and that the waiting times and procedures are explained.
- Have knowledge of and communicate relevant school information to potential parents if and when required.
- Provide parents or visitors with school literature if and when required.
- Keep reception area tidy with flowers and current school literature and ensure efficient and effective high standards of cleanliness.
- Ensure maintenance of leaflets and poster stock levels and alert the Marketing and Admissions Manager if more are required.
- Ensure efficient and effective switchboard operations through managing the interface with callers by:
  1. Answering internal and external calls within three rings and transferring appropriately;
  2. Processing call requests and providing feedback within five to ten minutes of the request being placed;
  3. Maintaining a telephonic frontline image that's professional, courteous and helpful at all times for staff, students and visitors;
  4. Ensuring the provision of accurate information about Oryx International School and its services to parents, students, stakeholders and the general public from a diverse range of backgrounds and cultures by answering questions about the school and providing callers with the address, directions and other information as required;
  5. Handling caller inquiries whenever possible, re-directing calls as appropriate, taking adequate messages when required, etc.
  6. Ensuring information on calls received is accurately logged and detailed records maintained by taking and delivering messages or transferring calls to voice mail when appropriate personnel are available.

- Assist Principal/s with any appointments and administrative work.
- Check registration of classes completed by teachers by 7:45 am and again by 12:15 on ISams.
- Alert Heads of Key Stage if registers have not been completed.
- Contact parents if a student is absent from school for more than three days and follow up as to the reason why.
- Ensure guardians fill in the "Late Book" if they arrive after school starts and the "Leavers Book" if they are leaving school early. Ensure these students are registered on ISams.
- Ensure students are scheduled for yearly school photos with the Assistant Head of School.
- Update bus roster and ensure Primary teachers, Heads of Key Stages and bus monitors have updated student lists for the day.
- Maintain before-care and aftercare lists and ensure staff member/s responsible for the Aftercare center have the updated student lists.
- Contact parents if late in collecting child/ren from school.
- Ensure maintenance of the staff and stakeholder contact list and distribute.
- Ensure that the incoming/outgoing school mail processes are correctly coordinated and frequently updated in the mail ledger.
- Assist Uniform supplier and Bus Service with any inquiries.
- Type documents timeously and in the required format.
- Any ad hoc administrative work received from the Principal/s and Marketing and Admissions,
- Any extra duties that may be required of the reception area.

*The post holder is expected to actively contribute towards the school and involve themselves in the life of the school at all levels. This includes, although is not limited to attending all school functions*

## **ii) General Activities and Requirements**

- Work effectively as part of the Administrative/Office team providing support where required.
- Liaise with staff, pupils and parents.
- Attend insets and staff meetings as required.
- First Aid - Assist with First Aid as required.
- Ensure that output and quality of work are of a high standard and comply with current legislation/standards.

### **Person Specification:**

#### **Experience and Skills**

- 2 year's experience in an administrative position
- 1 year experience in an Admissions process in an independent school
- 2 year's experience in computer literacy (particularly Microsoft Office applications)
- An excellent telephone manner
- Good organizational skills and the ability to prioritize and manage tasks

**Personal Attributes**

- A professional manner and appearance
- Friendly, warm personality
- Self-motivated, with a positive, professional attitude
- Calm under pressure
- The ability to deal with a variety of people and situations (both personally and on the telephone and through electronic communication)
- An understanding of the role of the Ministry of Education and Higher Education in Qatar is highly desirable.

**Applicants should have appropriate qualifications and a minimum of 2 years of admissions experience in Qatar.**

**Competencies:**

- **Results Oriented:** Ensures all activities undertaken to have some clear objectives and demonstrable outcomes and these are achieved
- **Strong Communicator:** Excellent communication and interpersonal skills, both verbal and written, which aid promote engagement and actively promoting the school
- **Ability to Plan:** Long, medium, and short term to assess results and ensure good completion rates
- **Analytical, creative, and flexible:** A problem solver with strong decision-making skills and critical thinking, but with the ability to adapt and change where required
- **Accountable:** Takes ownership and responsibility for decisions and sets standards to act as a role model
- **Team Worker:** Ability to work as a strong team leader and team member as required
- **Resilient:** Demonstrates resilience to respond to challenge

**iii) Line Manager's signature**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Job Description Acceptance Acknowledgement**

I have received a copy of this job description that pertaining to my position.

Position: \_\_\_\_\_

Revision Date: \_\_\_\_\_

I have reviewed this job description, understood my duties and my role, and accept that this may change based on the school's operational needs. Any questions about additional duties should be discussed with my line manager or HR.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**(Sign over printed name)**