



THE BRITISH SCHOOL JOB DESCRIPTION

Job Title: Receptionist	Department: Admin
Reports to: Deputy Head of Communications	School Hours: 7:45am-4:30pm
Role: The role of the Receptionist is to greet and direct visitors, respond to inquiries from staff, the public, parents, students, by providing requested information. Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.	
Key Accountabilities: <ul style="list-style-type: none"> • Maintain the reception area. • Receive, answer all incoming calls and transfer the calls as required. The calls that are missed by admin or teaching staff, an email is sent immediately to inform about the same. • Maintain important numbers. • Welcome the visitors in a welcoming and helpful manner and guide them to the respective person/ office. • Receive, sort and arrange for the distribution of post and couriers on real time basis. • Overseas courier/s are booked as per the requirement. • Manage the school PA system <ul style="list-style-type: none"> a. Announcement and follow up mail about Air Quality Index thrice a day. b. Coordinate with respective Key Stage offices and if required make announcement for the students who are not to be found within school premises. • Prepare and maintain the bulletin board outside the reception area. • Prepare and send the Daily Bulletin for secondary students/teachers via email and hard copy. • Manage the whole ID card process (accepting forms, maintaining the excel sheet with details and photographs, print on real time- basis and distribute) <ul style="list-style-type: none"> a. for staff on basis of information received from HR b. For events and special invitees c. For parents/students/guardians/help when required d. Maintain inventory of materials required for id cards such as holder, lanyards etc. • Manage car parking sign process-accepting forms of parents and staff, hand over car stickers, updating of 	

parking cards database and keeping security manager and security team informed.

- Uniform-Managing the school uniform vendor, uniform changes, handling queries and complaints, reviewing contract.
- Bulk SMS service of school-maintenance of lists; sending sms's for trips, emergencies, reminders etc.
- Uploading photos on the reception LCD, helping with sending sms's for trips and uploading information on Firefly.
- Managing The British School email inbox, forwarding messages to the concerned departments.
- Maintaining list of Notice links, year wise on an Excel sheet for easy accessibility by all.
- Coordinate lost and found items with Estates.
- Assist in selling of tickets or collection of forms etc. for events organised by the Student Council/PSA/Board of Governors, collect money and deposit the same to accounts and update the relevant group concerned.
- This Job Description does not define all duties and responsibilities of the position and the school may assign other tasks from time to time to help operationalise the role.
- The school may review and modify or amend the Job Description as needed after discussion with the position holder.

Experience

- 3-5 years of experience in a similar role

Qualification and skills

- Graduate or Post graduate ;
- Knowledge in Office and Visitor Management along with basic/advanced computer skills.

Personal Attribute

- High level of customer service orientation.
- Time management skills and the ability to deliver outcomes according to a planned time-line.
- High ethical standards.
- Team work and the ability to work well with those in other departments as well as with colleagues in Communications
- Excellent communication skills and the ability to report in correct, Standard English, orally and in writing.



Competencies

- Will follow Admin Staff Competencies

PS: You may be required to support other offices in case of emergency or whole school events.

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Safeguarding Information

The British School and all its personnel are committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo comprehensive child protection screening including but not limited to checks with past employers.

Job Holder's Signature:

Date: