



**HARROW**  
BEIJING

*Leadership for a better world*

**JOB DESCRIPTION (NON-ACADEMIC)**

**I. Job Information**

<b>Job Title:</b>	Senior Government Affairs (GA) and Public Relations (PR) Officer
<b>Grade:</b>	G5
<b>Department:</b>	GA and PR
<b>Duration of Job:</b>	fixed term of 2 years, subject to extension
<b>Line Manager's Job Title:</b>	Manager of GA and PR

**II. Job Specification**

**Main purpose of job:**

Directly reporting to manager of GA and PR, the GA and PR Officer is accountable for Chinese students' insurance, visas for students over 18-years-old, archives management, translation department related documents, the school annual check and related company license annual checks and renewal, and other tasks as directed by line manager.

This person in this role is responsible for conveying Harrow's mission, vision and strategies to Government, family and students throughout their daily interactions with them.

**Provide key results to be achieved by this position and a breakdown of the main duties and responsibilities, as well as the percentage of time they occupy:**

<b>Key areas of accountabilities</b>	<b>Main duties &amp; responsibilities to support achieving accountabilities</b>	<b>% of time</b>
<p><b><u>Student Insurance and visa for student above 18 as required</u></b></p> <p>Forge strong partnership between school and parents mainly focusing on insurance and visas.</p>	<ul style="list-style-type: none"> <li>- Under the supervision of manager of GA and PR, synthesize and deliver key messages from the School to parents to fully support the family and student with their insurance and visa.</li> <li>- Responsible for clarifying, directing and mainstreaming the parents' requests to meet the needs of the insurance department and visa bureau.</li> <li>- Continuously identify other effective communication channels with Parents</li> </ul>	30%
<p><b><u>School annual check and related company license annual checks</u></b></p> <p>Set up a good image of Harrow Beijing to the related government departments through daily work and annual checks.</p>	<ul style="list-style-type: none"> <li>- Working closely with Admissions, Finance and HR to submit the related annual reports to the relevant bureaus or government department</li> <li>- Have good working knowledge of each department the school is involved with</li> <li>- Set up good relationships with the related government departments and channels to communicate with them</li> <li>- Be able to effectively communicate and strategize to solve any problems which arise</li> </ul>	25%



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<p><b><u>Public Relations and culture awareness</u></b></p> <p>Building up and strengthening government relations with local authorities and identification of cultural issues to be tackled.</p>	<ul style="list-style-type: none"> <li>- Working closely with other Communication Liaison officers, proactively identify trends of local legislation changes that could be advantageous or impact the school in future</li> <li>- Attend forums, meetings and other relative public occasions organised by local authorities as necessary and promote the School’s mission, ethos and values</li> </ul>	<p>25%</p>
<p><b><u>Archives management and document translation</u></b></p>	<ul style="list-style-type: none"> <li>- Working closely with Admissions, Finance, HR, Operations, Clinic and academic staff to ensure archives management compliance</li> <li>- Update filing on a monthly basis</li> <li>- Give advice or suggestions according to the education bureau’s requests and needs to relevant departments or Head</li> <li>- Assist with document translation</li> </ul>	<p>15%</p>
<p><b><u>Others</u></b></p>	<ul style="list-style-type: none"> <li>- Provide other support assigned by line manager</li> </ul>	<p>5%</p>
<p><b>Resources managed – line management and financial resources:</b></p>	<p>Line management: Nil</p> <p>Financial resources managed: Nil</p>	
<p><b>Key working Relations and network</b></p>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>- HR</li> <li>- Marketing team</li> <li>- Admission team</li> <li>- Academic administration support team</li> <li>- Operation team</li> <li>- Finance</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>- Friends of Harrow</li> <li>- Parents</li> <li>- Local government and educational authorities</li> </ul>	
<p><b>Key performance indicators for this position (KPIs):</b></p> <ul style="list-style-type: none"> <li>- Satisfaction of parents on messages delivered to them. i.e. efficiency and accuracy in communicating key school messages to parents</li> <li>- Numbers of complaints and praises from parents</li> <li>- Quality of messages conveyed to parents and government authorities through various channels</li> <li>- Quality of report writing and data collected including translation between Chinese and English</li> <li>- Selection of right channels for right messages</li> <li>- Collaboration effectiveness with academic staff, marketing, HR, Finance and admission staff – feedback from them</li> </ul>		



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**III. Person specifications**

**1. Core Values to be demonstrated by the job holder:**

	<b>Underpinning statements</b>
<b>Harrow Core Value:</b>  Leadership for a better world	Contributing Positively to Community
	Applying Knowledge with Compassion
	Solving Problems Collaboratively
	Solving Problems through Communication
	Making Just Choices
	Facing Challenges with Determination

**2. Functional Competencies to be demonstrated by the job holder:**

**For a non-manager's role:**

	<b>Name of Competence</b>
Competence 1	Managing self and resources
Competence 2	Delivering results
Competence 3	Customer focus
Competence 4	Problem solving
Competence 5	Team work
Competence 6	Communicating
Competence 7	Learning and development

**3. Specific specialised knowledge, professional skills, qualifications or experience required for this job:**

<p><b><u>Minimum Academic Degree required</u></b></p> <ul style="list-style-type: none"> <li>- Bachelor's degree in communication, public relations or relevant areas.</li> </ul>
<p><b><u>Professional skills and knowledge required</u></b></p> <p>Mandatory</p> <ul style="list-style-type: none"> <li>- Knowledge of various channels of communication with external stakeholders, i.e. newsletters, we-chat etc.</li> <li>- In-depth understanding of academic curriculum adopted by Harrow school worldwide</li> <li>- Knowledge of cross-culture communication</li> <li>- Knowledge of health and safety issues of students</li> <li>- Knowledge of school-specific tools and facilities to manage information collection, consolidation and storage</li> <li>- Strong report writing skills</li> </ul>
<p><b><u>Experience</u></b></p>



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#### **Mandatory**

- At least 2 years' work experience in an international school environment or similar educational sector focusing on communication and student services area.

#### **Desired but not mandatory**

- Experience in fields of government affairs or in marketing and public relations.

#### **Language**

	<b>Confidence</b>	<b>Intermediate</b>	<b>Operational</b>	<b>Extensive</b>
<b>Chinese</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>English</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### **IT Skills**

#### **Mandatory**

- Microsoft Office and knowledge of relevant softwares.

#### **4. Other job-related or local special factors not mentioned above:**

3.1 Non – criminal record issued by police authorities must be provided by the selected candidate.

3.2 Harrow Beijing is committed to safeguarding and promoting the welfare of children and young people and expects all staff and those connected to the school to share this commitment.

3.3 Travel frequency

No travel required       Occasional travel required       Frequent travel required