



HARROW
BEIJING

Leadership for a better world

JOB DESCRIPTION (NON ACADEMIC)

I. Job Information

Job Title:	Administrative Assistant (Receptionist)
Job Grade:	G3
Department:	Operations (Administration)
Duration of Appointment:	2 Years
Line Manager's Job Title:	Operarions Manager

II. Job Specification

Main purpose of job:		
To act as the first point of contact for visitors and callers to Harrow Beijing and to undertake a range of other administrative tasks as identified by the Campus Manager		
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:		
Key areas of accountabilities	Main duties & responsibilities to support achieving accountabilities	% of time
1. Provide effective front desk support as the main receptionist	<ul style="list-style-type: none">• Answer and respond telephone inquiries in a professional manner, as receptionist.• Greet and receive visitors to the school and make them feel welcome and comfortable when they wait in the lobby area.• Ensure the lobby area is a friendly, clean and professional area for all visitors and staff.• Be responsible for booking flowers for reception, common room and other school events or personal affairs.• Be responsible for the lost and found.• Support to record and report student attendance.• Be responsible for hotel booking and internal information delivery to make sure the reception process smoothly and successfully.• Be responsible for monthly cost summary of flight, hotel and flower business and apply for the payment.• Monitor supplier's performance on flight booking and coordinate with internal clients as necessary.• Provide support for school trips insurance related when required.	85%
2. Admin. Support	<ul style="list-style-type: none">• To be the back-up of admin support- employee part as necessary.• Arrange name card printing and delivery based on information confirmed by HR Department	10%
3. Others	<ul style="list-style-type: none">• Provide other support assigned by line manager	5%



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Report to: Administration Manager

Resources managed - staff and expenditure:

Key working Relations and network

Internal: All staff

External:

- Vendors
- Visitors and Parents

Key performance indicators for this position (KPIs):

- Delivery of high quality of reception service.
- Active feedback from key customers (internal and external)

III. Person specifications

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

Harrow Key Value	Underpinning statements
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:

	Name of Competence
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:

Minimum Academic Degree required

Diploma in the following areas: business administration, English Language or other relevant fields.



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Professional skill and knowledge required

- Excellent customer service skills in Chinese and English language
- Be able to work under pressure while keeping a professional and calm manner
- Be proficient in operating Microsoft Office

Experience

Mandatory

- Good communication skill and willingness to learn and develop self.
- Smart and business-like appearance.

Desired but not mandatory

- Have taken at least 1 year's customer oriented position.

Language

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

IT Skills

- Microsoft Office and knowledge of relevant softwares.

3. 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 Chinese nationality

3.3 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.

3.4 Travel frequency

No travel required Occasional travel required Frequent travel required