

When to use this form: A Job Description is a summary of a job analysis and is used to assist managers determine an existing or prospective role. Seek HR advice if assistance is required. This form is to be completed by managers who are undertaking:

- Recruitment
- Role and responsibility review of existing jobs
- Performance Management and Assessment of employees
- Training review and assessment
- Compensation & benefits review

Answers should be concise and to the point and it should describe the job as it is now and for the foreseeable future.

Where to send this form: Form can be emailed or sent to the HR Department.

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	School Administrator	Reference: (191213)
Function/Department	Administration	Location: Stamford American School, Hong Kong
Manager Title	Office Manager	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The School Administrator will provides administrative support to the Office Manager and Athletic Director in relation to all school matters and CCA activities required for the effective and smooth running of the school's operations.

The role is to also provide all around receptionist duties and administrative assistance to school's environment. S/he is also the main contact person for all parents and visitors, ensuring the smooth running of the school's reception desk by providing efficient and professional customer service.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third party services.

CCA Administrator:

- Assist with the registration and administration of Co-Curricular Activities (CCA)
- Help with the day-to-day operations of CCAs, field trips, special events at school and sports trip
- Work with the Athletic Director to book fields, plan games and competitions and arrange sporting/non-sporting trips in Hong Kong
- Help with the logistical support of all Field Trips and Outdoor Education Camps in Hong Kong

Receptionist:

- Greet and meet the visitors in professional and polite manner
- Answer phones for incoming parent calls and follow up on messages and further action
- Answer and make internal calls from/to teachers and department's
- Manage walk-in traffic of families and their needs
- Answer all parents', students', teachers' questions or taking note of their requests and delivering to the appropriate person, teacher or department
- Update, maintain and check parent's information and help students call their parents
- Oversee delivers to the School Office
- Attend visitors' enquiries and respond to emails in a timely manner
- Keeping the reception area tidy and presentable
- Support Admissions as the first point of contact in the sales process
- Support all school departments on taking phone calls at reception. This will include Admissions, HR, Finance and the various faculty departments
- Provide excellent customer service as expected from a premium international school

Others:

- Carry out other duties and tasks as reasonably directed by the Head of School
- Oversee students waiting to be picked up after school

Position Requirements

- Good interpersonal and collaboration skills
- Able to work independently with little or no supervision
- Well organized, flexible and enjoy the administrative challenge
- Excellent time management skills and ability to multi-task and prioritise work
- Excellent written and verbal English and Chinese
- Ability to speak Mandarin is a benefit
- Proficiency in computer skills

Qualifications

At least 2 year of related working experience

Contacts

- Head of School and Office Manager
- Regular interactions with staff, students, parents and vendors

Working Conditions

- School Environment
- Will be required to work independently and as part of a collaborative team effort
- Working hours 8.30 am to 5.30pm, Monday to Friday, plus occasional extended working hours to complete some projects and to support school-related events may be required