

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	Personal Assistant to Divisional Principal & Office Admin	Reference: 220613
Function/Department	Administration	Location: Hong Kong
Manager Title	Divisional Principal	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The role is to provide administrative support to the Divisional Principal in relation to all school matters required for the effective and smooth running of the school's operations. She/he will also support all round receptionist duties and provide administrative assistance to the school environment including but not limited to being the main contact person for families and visitors, ensuring the smooth running of the school's reception desk by providing efficient and professional customer service. The position also provides PA support to the Divisional School Principal in relation to all divisional matters and other activities required for the effective and smooth running of the School's Operations.

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Responsibilities

PA to Divisional School Principal:

- Manage the Divisional School Principal's calendar and schedules, screening callers and arranging appointments, meetings, as directed
- Manage travel arrangements, filing, documentation, printing of documents, claims
- Provide secretarial and support services to the Divisional School Principal
- Admin support for Teacher's Observation Process and Hiring Process

Receptionist Duties:

- Greet and meet the visitors in professional and polite manner at the receptionist area, when needed
- Handling diverted telephone and email enquiries from parents and inform the staff concerned accordingly
- Manage and support walk-in traffic of families, faculty members and their needs
- Support deliveries to the School Office
- Maintain and monitor visitor logbook, issue and collect badges
- Attend visitor enquiries and respond to emails in a timely manner
- Ensure office and the reception areas are tidy and presentable
- Support Admissions as the first point of contact in the sales process, as well as to 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

Attendance:

- Monitor and manage attendance with teachers, parents, students, sub-teachers, compliance & supervisor
- Collect daily attendance records and report to Compliance on a monthly basis
- Sign in students arriving late
- Sign students out when departing early
- Follow-up with families when students are absent

Administration:

- Assist in general office admin i.e. stationary and office supplies ordering and maintenance
- Assist in school events and functions
- Perform daily mails and courier arrangement
- Assist in ad-hoc activities and events – e.g. fire drills
- Provide secretarial support

Help desk:

- Provide assistance for new students and families
- Manage parent information and relationships

- Update, maintain and check parents information and help students call their parents
- Address questions from all parents, students, and teachers. Take notes on the requests and deliver to the appropriate person, teacher or department
- Manage survey implementation and results

Others:

- Manage lost and found issues
- Carry out other duties such as dismissal and other tasks as reasonably directed by the Head of School
- Oversee students waiting to be picked up after school
- Responsible for Co-Curricular Activities (CCA), if appointed

Position Requirements

- Good interpersonal and collaboration skills
- Able to work independently with little or no supervision
- Well organized, flexible and enjoy the administrative challenges of supporting an office of diverse people
- Excellent time management skills and ability to multi-task and prioritize work
- Excellent written and verbal English and Chinese, ability to speak Mandarin is a plus
- Proficiency in computer skills

Qualifications

- At least 2 year of related working experience

Contacts

- Head of School and Safety and Student Welfare Principal
- Regular interactions with staff, students and parents

Working Conditions

- School Environment
- Will be required to work independently and as part of a collaborative team effort
- Working hours 7:00am to 4:30pm (or 7:30am to 4:30pm), Monday to Friday, plus occasional extended working hours to complete some projects and to support school-related events may be required

Terms of Employment

- Annual Leave: 15 working days
- Medical Benefits: Medical insurance provided where applicable
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

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Safeguarding

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 Designated Safeguarding Lead or to the Head of School or indeed to the Regional CEO or Safeguarding Manager - Asia so that a referral can be made accordingly to the statutory services.