

Job Description

Created:	Liz Free	Date:	26/08/2024
Checked / approved:	René Sprecher	Date:	28/08/2024

Job Title	Receptionist and Administrator
<p>Purpose: To be a welcoming and professional ambassador of our school at all times. This role helps to deliver a happy, caring and efficient school office and reception for our local and international community. This support role will efficiently and effectively manage administrative, security and organisational processes as well as providing administrative support for staff, the Leadership Team and Board. This role ensures accurate record-keeping, accuracy of communication and reliability of data to ensure ISR continues to offer a high quality service to all its stakeholders.</p>	
Place of work:	Buchs SG
Line Manager:	Head of Finance and HR
Direct Reports:	N/A
Task, responsibility, competence:	<ul style="list-style-type: none"> • Serves students, staff, parents and visitors by warmly greeting, welcoming, and directing them appropriately • Notifies relevant personnel of visitor arrival • Handles all telephone enquiries from parents, visitors or any guests and communicates information effectively to the relevant stakeholders • Update and maintaining of employee and department records • Action all emails received to info@isr.ch and office@isr.ch • Review attendances of all students daily through the School Management Systems such as ManageBac and Schoolbase and follow-up student absences to ensure student safety • Arranges staff cover and records any timetable changes accurately via school systems such as Schoolbase • Coordinates with the Fire Safety Officer and completes the attendance roll-call during emergency evacuation • Coordinates ISR events to include space organisation, catering, supplies ordering and liaison with ISR stakeholders such as the facilities manager, communications lead and the leadership team • Assist and coordinate with the school bus transporter for all transport arrangements for school activities • To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into, and out of, the school. • Lead and manage the school security badge system, ensuring correct security protocols are followed and that all stakeholders (ISR and public users) have timely access to the allocated spaces • Maintains logbook (online and physical) for students and staff early/late

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	<p>arrival/exit alongside accurate record keeping for all external visitors on-site</p> <ul style="list-style-type: none"> • Provide administrative and office support for the school including the maintenance and order of all stationery and school supplies, travel bookings for staff/student trips and catering for school events • Assist in sales and administration of the ISR merchandise shop • Purchase school items and services locally and internationally (if local options are not considered best value) • To manage the petty cash for the school • Assist in liaising with our service providers including Security and Cleaning Supervisors for day- to-day activities in the school • Maintains safe and clean reception area by complying with procedures, rules, and regulations • Set high expectations of conduct, whilst acting as a good role model for others • Any other job functions as assigned by your immediate superior and/or the school senior leadership team
Requirements profile:	<ul style="list-style-type: none"> • Committed to the mission and vision of ISR • Have a service minded and a positive attitude, offering high quality customer service • Fluent in spoken and written English and German language (essential) and working knowledge of other languages (desirable) • Likes a dynamic environment and in working with children and adults alike • Ability to work both independently and collaboratively • Internationally minded and inclusive • Proactive, positive, approachable and well organised • Attention to detail and administrative accuracy • Understanding of administration & finance procedures • Understanding of the importance of confidentiality and appreciation of the implications of the Data Protection
General instructions, directives and regulations:	<ul style="list-style-type: none"> • To be aware of, and compliant with, all ISR policies • To be aware of, and embed, the ISR Guiding Statements within the role and all activity • To read and adhere to the ISR Staff Handbook & Declaration
Special conditions:	<p>ISR is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>

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The present job and task description is subject to the changing needs of the school and is influenced by organisational developments. It may change accordingly. In addition, the school may also issue additional or different responsibilities and/or activities that are in essence part of the role. The job description is periodically reviewed and adjusted.