



# Upper School Office Administrator and PA to Upper School SLT

Harrow International School Hong Kong is the first international boarding and day school in Hong Kong. It is the third school in the Harrow family of schools in the Asia region and provides a British education from Early Years to Year 13 in custom-built facilities in a stunning location in Hong Kong. The School combines elements of educational philosophy, practice and traditions from Harrow School in London with the international mindedness of a diverse pupil body in Hong Kong. Having opened in September 2012, the School roll is currently around 1600 and the school achieves the best results in Hong Kong at A-level and GCSE. We were delighted to have featured as one of the top Schools in the World, top 10 Schools in Asia and one of the leading schools in Hong Kong according to the Spear's Index and CARFAX Index since 2020. Harrow Hong Kong is, however, about much more than academic results and our pupils excel in music, drama, sport and art as well as service and charity work. Our pupils go on to some of the most prestigious universities across the world including Oxford, Cambridge, Imperial College London, Durham University, University of Exeter, The University of Edinburgh, Harvard, Stanford, Yale, Princeton University, UPenn, UC Berkeley, The University of Hong Kong and Tsinghua University.

- Job Title:** Upper School Office Administrator and PA to Upper School SLT
- Job Purpose:** To provide seamless administrative and operational support to the office of the Upper School and to provide administrative services to the Upper School SLT.
- Start Date:** As soon as possible
- Tenure:** Permanent
- Reporting Line:** Head of Upper School Office

## Job Description

Education is ever-changing and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description. This job description will be reviewed regularly and may be varied in light of the business needs of the school.

### The specific aims and key responsibilities of this position are:

#### Upper School Office Administrator:

- Serving the Upper School reception area and providing quality customer service to all visitors, pupils and parents
- Handling telephone enquiries from parents, and referring to relevant staff members where appropriate
- Assisting and producing various and numerous spreadsheets, parent letters, labels and paperwork as required for Upper School activities and events
- Handling day to day administration of the Upper School such as data entry, filing, faxing, emailing, handling deliveries and handling lost and found property

- Providing logistical support to Upper School teachers and for school events including and not limited to venue reservations, handling catering requests, administrative support, reserving car parks and registration for visitors with the facility management office
- Working closely with the Heads of Department, House Master/Mistresses and all other involved departments to fulfil general Upper School administrative duties
- Undertaking any ad-hoc tasks as assigned by the Senior Leadership Team and Head of Administration
- Working in close liaison with the Upper School Office on any ad-hoc tasks that the Upper School office needs to support

#### **PA to US SLT:**

##### **To provide assistance and administrative support to the US SLT, including:**

- Providing all-round executive level support and assistance to US SLT for all needs, including daily administration, calendar management, project coordination, data collection, minute taking for meetings, following up on parent calls and providing translation support on behalf of the SLT as required
- Managing the input of events into the staff and whole school calendars
- Handling the allocation of all cover teachers by managing the application process
- Assisting Upper School SLT in organising staff development programmes
- Providing logistics support for visit guests (hotel, travel arrangements and all in-school arrangements when required)
- Acting as the first point of contact for Upper School SLT with the highest professional standard and confidentiality to ensure all parties are responded to in a professional timely manner
- Ensuring and supporting effective communication with parents, pupils and staff which includes interpretation and translation for parents, minute taking when required and releasing parent communications
- Handling of school communications with parents via various communications platforms
- Handling special ad hoc projects or tasks assigned by Upper School SLT
- Providing task management support to teachers, and the Upper School SLT in order to assist in resolving any school-related issues related to parents and pupils
- Undertaking the role of Clerk to the Upper School Parent Representative, including supporting in the preparation and distribution of the agenda, attendance list and minutes for the Parent Representative Meetings on a termly basis
- Implementing safeguarding procedures at the School
- Undertaking duties as the Head of School or a delegated representative may reasonably request.

##### **Other responsibilities:**

- Implementing safeguarding procedures at the School
- Undertaking duties as the Head of School or a delegated representative may reasonably request.

Harrow Hong Kong is fundamentally committed to safeguarding the children in our care and their welfare is our top priority.

All adults in the School community are expected to follow its Child Protection procedures and are required to undertake safeguarding checks.

Harrow Hong Kong reserves the right to recruit at any stage during the selection process.

# Person Specification

**The successful candidate will be likely to fit the following profile:**

## **Qualifications:**

- Higher diploma or above

## **Skills:**

- Excellent communication skills in English and Cantonese; knowledge of Mandarin is highly preferred
- Excellent organisational, administrative and IT skills
- Good interpersonal skills with positive and courteous manner
- Proven problem solving skills and ability to multi-task

## **Experience:**

- A minimum of 2 years working experience in an office environment is required
- Experience working in a multi-cultural environment would be an advantage

## **Knowledge:**

- Computer literate

## **Personal Qualities:**

- High levels of personal and professional integrity
- Ability to exercise discretion and confidentiality
- Ability to work as part of a team and independently
- Organised and strong attention to details
- Customer-oriented and a professional approach to internal and external stakeholders at all times
- Personal warmth to gain the confidence of pupils, staff and parents

## **Attitudes:**

- Self-motivated, with good sense of responsibility
- Proactive and a positive 'can do' approach in all aspects of the role
- Collaborative approach to team working, both internally and with external vendors
- Flexible, diligent, positive and enthusiastic
- Eagerness and willingness to learn and develop new skills, as required by the role
- High levels of personal presentation, integrity and communication skill

**All applicants should already have in place the right to work in Hong Kong.**