



HARROW
INTERNATIONAL
SCHOOL
哈罗国际学校

SHENZHEN QIANHAI 深圳前海

ADMIN SUPPORT JOB DESCRIPTION

Job Title:	Admin Support
Line Manager:	Head of Lower School

Purpose of Job

- To provide administrative support to the academic teams within the lower school to ensure the effective running of the school.
- To promote and encourage effective relationships between parents and teachers by delivering effective and timely communication and translation support.
- Coordinating resources with teachers to ensure that the school can deliver effective teaching and learning every day.

Duties and Responsibilities

1. Academic support

- To support teachers and tutors in collating and reporting data when required in a timely manner
- To support teachers in preparing report templates for completion on Engage, managing deadlines to ensure that teachers can carry out completion in a timely manner
- To support teachers and tutors in parent and student liaison, including but not limited to:
 - Coordination of communication between the school and parents
 - Organising of parent meetings
 - Creating documents required in Chinese (translations) and interpret for Chinese-speaking parents when necessary
 - Organising and coordinating of parent consultation events
- To support all other requests in relation to students including where relevant duty support
- To support the administration of school events, including but not limited to; preparing materials, coordinating responses, sourcing catering and coordinating suppliers (internal and external) to deliver support.

2. Pastoral Support

- To monitor absence daily and run weekly absence reports, working with teachers to ensure that absences are recorded and followed up accordingly to ensure the safeguarding of all students
- To liaise with the medical centre to ensure that all medical updates are communicated to the relevant teaching teams
- To monitor and record all student awards (academic, house and LSA) in line with the school's policy to ensure that an accurate record of student awards is maintained and certificates are created as required in line with the school's assembly programme
- To provide confidential translation and associated administrative support to senior leadership working with parents and their families in safeguarding matters

3. Finance, procurement and resources

- To provide a liaison for the academic team with the procurement team to oversee stock ordering and coordination of external suppliers when seeking quotations for higher value projects
- To support the document completion process for orders via coordination of requests weekly, submitting forms to finance
- To manage and monitor stationery stock for the lower school, keeping an accurate record of stock to ensure that replenishment can be carried out
- Replenish stationery stock as required according to managed stock levels
- To keep an accurate record and monitoring of lower school shared educational resources

4. General Administrative Support

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- To coordinate administration for newly enrolled students, informing teachers and the HoS to issue welcome communications and updating key information on Engage
- To provide translation services for the school as required either face to face or written communication (usually one day notice) to support parent communication
- To oversee the management of lost property, ensuring lost property is regularly collected through communication with parents and the storage area for lost property is well organised
- To assist in the coordination of emergency procedures, managing daily registers, printing these and sharing muster point information with staff. Ensuring that registers are available and delivered to teachers during an emergency evacuation
- To assist with the settlement of expat teachers, such as visa and work permit application, airport pickup, residential registration and other related requests
- To assist with the coordination of local staff induction as directed by the HR department
- To assist with the general administration of work within the Academic Support Team ensuring that all tasks are completed in a timely manner
- Provide support to other members of the Academic Support Team when required.

5. Others

- Provide other support assigned by line manager
- Undertake other support tasks as required by School SLT when time allows.

Person Specification

- Bachelor's degree or above gained from overseas universities;
- At least 1 year's working experience gained preferably in education sector;
- Excellent communication, negotiation and interpersonal skills;
- Customer-oriented attitude and able to deliver quick responses to faculty's needs;
- Fluent English & Mandarin speaking and writing skills;
- Familiar with Microsoft Office (Word, Excel, PowerPoint, etc.);
- Proactive, be able to work independently and as part of a team;
- Organised, mature, and confident in handling complexity.

Personal attributes

- High levels of personal integrity
- Conscientious and able to focus on completing work to a consistently high standard
- Flexible and positive approach to work
- Excellent organisational and time-management skills; high attention to detail
- Ability to work to tight deadlines and able to prompt others to ensure deadlines are achieved
- Adaptable to working in a fast paced ever changing environment
- Ability to work under pressure and remain calm
- Proactive and willingness to take on multiple tasks
- Self-motivated and enthusiastic
- Ability to work independently
- Must be a team player, willing to help and be flexible

Other

- A commitment to safeguarding and promoting the welfare of all pupils. And the willingness to undertake appropriate child protection training when required

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