

## Office Manager

**Location** : Reach British School, Abu Dhabi, UAE  
**Responsible to** : Principal  
**Dotted Line Reporting** : International Schools Partnership, Middle East  
**Applications to** : [recruitment@reachbritishschool.com](mailto:recruitment@reachbritishschool.com) by 3.00pm May 29<sup>th</sup>, 2017

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The Office Manager is of central importance to the School and its onward success. The post holder has specific responsibility for the management and organization of all supporting departments within the school and will also serve as a Personal Assistant to the Principal. The post holder will demonstrate a strong commitment to the school and will be a driving force in ensuring the day to day operations run smoothly and contribute to the growth and development of the whole school community.

The post holder will be expected to build close working relationships with the Senior Leadership Team, teaching staff and support staff. Collaboration with colleagues within the ISP group in the Middle East and attendance at Management meetings may also be expected.

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### Key Duties and Areas of Responsibility

#### Office Manager

- Lead, manage and support the staff in all departments including Finance, HR, Marketing and Admissions, making sure all functions are carried out in a timely and efficient manner
- Supervise and monitor the administrative staff, identify any issues and developing administrative processes to solve them
- Use Microsoft Office to prepare various documentation and use a range of school management software to ensure efficient running of the office
- Monitor the progress and quality of work of teams and individuals and motivate them by providing prompt and constructive feedback
- Ensure all staff have a clear understanding of the School policies and procedures and the importance of putting them into practice
- Plan and manage change in accordance with the School's development and vision for the future
- Contribute to the development of the school's values and vision and communicate these clearly to all staff and other stakeholders
- Schedule meetings and appointments between teams, liaising with all departments to ensure clear communication throughout
- Assist with organising in house or off site activities for all staff
- Organise office layout and order office supplies and equipment when required
- Monitor and report on requirements of ADEC and other authorities, ensuring any deadlines are met
- Maintain a visible, professional and high profile within the school
- Understand the culture and climate of the school and promote the school and raise the profile within the local community
- Attend meetings and training courses relevant to the management of school operations
- Stay up to date with ADEC policies and procedures and ensure all staff are working in harmony with these policies

- Formulate, monitor and implement the school’s Health and Safety policy, complying with local and governmental requirements
- Review and assess the Health and Safety policy at regular intervals or as situations change
- Attend conferences and/or training as required and make suggestions for the school, where appropriate
- Facilitate parent support group meetings and ensure that new parent interaction and requests are tracked and shared with the Principal and the Marketing Manager
- Support the Principal in dealing with non-academic school issues that parents or parent groups may raise
- Collaborate with the marketing Manager to measure and report on how the parent experience supports Reach British School’s brand promise.

**Personal Assistant to the Principal**

- Support the Principal through well prioritised planning and efficient administrative and secretarial support
- Manage the Principal’s diary and schedule, effectively communicating any updates and changes
- Organise regular meetings, video conferences and audio calls both internal and external
- Be proactive in assisting with long and short term planning, providing alerts in relation to school calendar events and the Principal’s other responsibilities and appointments
- Facilitate attendance at external meetings and events, organising the Principal’s travel plans and booking transport/accommodation where required
- Promote the reputation of the school in all matters, especially pertaining to the Principal’s role and office
- Deal effectively and wisely with the members of all internal and external stakeholder groups
- Assemble any documents for meetings, prepare minutes in meetings and monitor and follow up actions as appropriate
- Receive, read and evaluate the Principal’s incoming emails, post and phone calls, bringing matters to attention when appropriate and taking the initiative to deal with less significant matters if possible
- Prepare correspondence, reports, memoranda and notices relating to the activity of the Principal
- Research and gather information for the Principal as required, using all available systems
- Ensure that documentation regarding matters governed by laws of privacy, and confidential matters are protected through secure storage of confidential papers, files and electronic data
- Receive visitors on behalf of the Principal and make them welcome until the Principal is available
- Deal with initial parent concerns, record and report to the Principal
- Maintain a helpful, professional demeanor at all times and receive queries and complaints in a calm, positive and reassuring manner
- Assist with any other ad-hoc duties required by the Principal

In addition to the specific duties listed above, the post holder will also be expected to undertake other such reasonable responsibilities and tasks that may from time to time to be assigned by the Head of School, or the Group Head of Marketing & Communications, Middle East and to uphold the core values of The International Schools Partnership.

**Person Specification**

**E = Essential**

**D = Desirable**

Qualifications/Training	
<ul style="list-style-type: none"> <li>• Bachelor degree e.g. Business Administration or similar</li> </ul>	E
Knowledge	
<ul style="list-style-type: none"> <li>• Fluency in English both written and spoken</li> <li>• Advanced proficiency in Microsoft Office applications</li> <li>• Knowledge of school management solutions software</li> <li>• Knowledge of ADEC policy and procedure</li> </ul>	E E D D
Experience	
<ul style="list-style-type: none"> <li>• 2-5 years’ both managerial and PA experience</li> <li>• Experience managing staff in a school setting is an advantage</li> </ul>	E D

Skills	
<ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbal</li> <li>• Excellent leadership and interpersonal skills</li> <li>• Ability to prioritize projects and strong problem solving skills</li> <li>• Excellent attention to detail</li> </ul>	E E E E E
Personal Attributes	
<ul style="list-style-type: none"> <li>• Highly organised</li> <li>• Solution focused</li> <li>• Enthusiastic, motivated and demonstrates initiative</li> <li>• Ability to remain calm under pressure and work successfully to a deadline</li> <li>• Sense of humour</li> </ul>	E E E D D

### Additional Information

**The International Schools Partnership** is an ever-growing global education family of only the best independent schools. In each school, children are the focus, and the learning makes a difference. No matter where you are across the world, you can be confident that an ISP school will live up to, and beyond, these principles.

ISP schools are noted for their total commitment to best educational practice, backed up by high-quality support services from leading education specialists. Each offers international opportunities for both staff and pupils, and is committed to ongoing improvement, as part of a truly outstanding global partnership.

#### ISP Core Values

- To develop a passion for learning that leads to a child's success in the classroom and beyond.
- To inspire curious, creative and confident children to flourish.
- To equip children with the knowledge, skills and motivation to succeed.
- To nurture children to develop the character and values to thrive in a challenging world.