



## **Office Administrator at Phoenix House**

Phoenix House is a British prep school in the heart of Tokyo, providing an academically rigorous, nurturing, and enriching education for children aged 5-11. With strong values, a vibrant House system, a rich enrichment programme, and close links to Clarence International School (Pre-Prep) and Rugby School Japan (Senior School), Phoenix House is committed to providing an exceptional educational experience for every child.

### **Role Overview**

The Office Administrator is often the first point of contact for pupils, parents, staff, and visitors and therefore plays a vital role in ensuring the smooth day-to-day operation of the school. This position requires a highly organised, welcoming, and proactive individual who can manage a wide range of administrative responsibilities while maintaining excellent customer service and professionalism.

Working closely with the Operations Manager and wider school team, the Office Administrator will support the efficient running of the school office, ensuring that administrative systems, communications, records, and daily operations are delivered to the highest standard.

### **Key Responsibilities**

#### **Front Office & Reception**

- Act as the first point of contact for parents, pupils, staff, and visitors.
- Welcome visitors to the school and ensure safeguarding and visitor procedures are followed.
- Manage incoming telephone calls, emails, and general enquiries.
- Maintain a professional, warm, and welcoming reception environment.
- Support parent communications and respond to routine enquiries promptly and professionally.

#### **School Administration**

- Provide administrative support across all areas of school life.
- Maintain accurate pupil, parent, and staff records.

- Prepare letters, forms, reports, and school documentation as required.
- Support attendance monitoring and record keeping.
- Manage filing systems and ensure compliance with data protection requirements.

### **Admissions & Enrolment Support**

- Support the Admissions Team with enquiries, tours, and application administration.
- Prepare admissions documentation and maintain applicant records.
- Assist with onboarding new pupils and families.
- Ensure admissions information is accurately recorded and communicated.

### **Communications & Parent Engagement**

- Support the preparation and distribution of newsletters, notices, and parent communications.
- Assist with updating school calendars, contact information, and communication platforms.
- Help ensure that parents receive timely and accurate information.
- Support school events through communication and administrative coordination.

### **Operational Support**

- Assist with the administration of school trips, residentials, clubs, and enrichment activities.
- Coordinate room bookings, visitor schedules, and meeting arrangements.
- Support procurement and ordering processes.
- Help manage inventory and office supplies.

### **HR & Staff Administration**

- Support staff onboarding and induction processes.
- Maintain personnel records and compliance documentation.
- Assist with visa documentation, employment records, and safeguarding checks where required.
- Support the organisation of staff training and professional development records.

### **Finance Administration Support**

- Assist with invoice processing and administrative finance tasks.
- Support the preparation and tracking of purchase orders.
- Maintain accurate records of school expenditure and supplier information.
- Liaise with finance colleagues and external suppliers as required.

### **Events & Community Support**

- Assist with the administration and coordination of school events.
- Support Open Days, performances, Sports Day, Speech Day, and community events.
- Help ensure events run smoothly through effective planning and organisation.
- Provide administrative support for parent engagement initiatives.

## **Professional Skills & Attributes**

- Excellent organisational and administrative skills.
- Strong attention to detail and accuracy.
- Excellent written and verbal communication skills in English.
- Strong customer service and interpersonal skills.
- Ability to manage multiple priorities and deadlines.
- Proficiency with Microsoft Office, Google Workspace, and administrative systems.
- Professional, approachable, and positive manner.
- Ability to work independently and as part of a team.
- Flexible, proactive, and solutions-focused approach.

## **Desirable**

- Previous experience in an international school or educational setting.
- Japanese language skills.
- Experience using school management systems.
- Experience supporting admissions, HR, or finance administration.
- Understanding of safeguarding and compliance procedures.

## **Personal Qualities**

The successful candidate will:

- Be warm, welcoming, and highly professional.
- Demonstrate excellent judgement and discretion.
- Be exceptionally organised and reliable.
- Enjoy working in a busy school environment.
- Take pride in delivering outstanding service to families and colleagues.
- Share and promote the values and ethos of Phoenix House.

## **Safeguarding & Child Protection**

Phoenix House is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Successful applicants will be subject to background checks in line with safer recruitment policies.