



Receptionist Job Description

General Responsibilities

- Being a welcoming face to the School
- Overseeing and monitoring all visitors – making sure the appropriate checks have been made in line with the School's Safeguarding policies and that appropriate visitor protocols are followed
- Answer telephone calls and deal with face-to-face enquiries efficiently and in a professional and supportive manner
- Managing the school's email inbox, ensuring the school meets its expected response times and emails are acted on by replying or referring/escalating where needed
- Handle all confidential correspondence with discretion
- Manage enquiries and requests efficiently, referring where necessary
- Be the point of contact between home and school for all students

Administration

- Support the Admin, Admissions and teaching teams with their routine administrative tasks – including printing and communicating with parents, students and members of staff
- Coordinate the team's diaries, making decisions around priorities and suitably briefing staff members about their appointments
- Keeping accurate daily student attendance records on iSams and running a daily report
- Logging and updating other information on iSams and running reports as required
- Organize travel and accommodation arrangements as required
- Proof-read outgoing communication to ensure it is of the highest standard
- Maintain accurate records in efficient files and online systems
- Support with the co-ordination of certain school events

Other Responsibilities

- Contribute to the busy life of the School
- Attend and contribute to Administration and Office meetings
- Actively participate in the school activities and events, such as Open Events, trips and visits, plays and concerts, sports days and fundraising ventures.

- Be familiar with the contents of the Staff Handbook, including the school's aims and policies, and endeavour to follow closely the guidance provided in these documents.
- Be familiar with the school's health and safety guidance and be mindful of the health and safety of all members of the school community.
- Work such reasonable additional hours as may be necessary to enable the effective discharge of the Receptionist's professional duties.

Person Specification:

The successful candidate will have:

Knowledge and Experience

- Have excellent literacy skills and a sound command of written English
- Have experience of working in an administrative and /or customer facing role, preferably in a school setting
- Proficient in the use of Microsoft Office
- Ability to prioritise tasks
- Fully conversant with all aspects of data protection

Personal Qualities

- Professional in appearance
- Excellent communication and interpersonal skills, the ability to deal confidently with parents, students and senior level management
- Excellent time management skills and meticulous attention to detail
- Able to maintain confidentiality
- Demonstrates energy, enthusiasm and has a good sense of humour
- Able to work collaboratively and under pressure to meet deadlines
- Able to act as an ambassador for the school in all dealings with prospective parents and the general public

How to Apply

Interested applicants are invited to send an application by email to hr@durhamkenya.com by 14th November 2025. Applications should include all the information listed below:

- A letter of application addressed to The Headteacher, of no more than one side of A4, explaining why you would like this role and the skills and experiences you can bring to it
- A fully completed Durham International School Non-Teaching Application Form – [Click here](#)
- The names and accurate addresses, email addresses and telephone numbers of three referees, one of whom must be your current employer, to be completed in full in the Application Form.

Please be advised that an incomplete application form or an application that does not provide a Covering Letter and Durham Application Form as stipulated, will unfortunately not be considered. Applications will be reviewed as they are received, and the school reserves the right to make an earlier appointment.

Confidentiality

References will only be requested at short-list stage and we will let you know before we approach referees.

Safeguarding and Child Protection

Durham International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Shortlisted candidates will be subject to thorough screening to ascertain their suitability to work with children and will be required to provide a Certificate of Police Clearance.