



Front Office Executive – Rosslyn Campus Job Description

Position Title: Front Office Executive – Rosslyn Campus

Reporting to: Head of Prep School

Location: Rosslyn Campus

Job Purpose

The Rosslyn Campus Front Office Executive plays a vital role in ensuring the smooth, efficient, and welcoming operation of the campus. As the first point of contact for parents, visitors, and external professionals, the postholder provides high-quality administrative and organisational support while upholding the school's values, safeguarding responsibilities, and commitment to delivering an excellent family experience.

Key Responsibilities:

1. Administration & Office Management

- Oversee the day-to-day running of the front office desk, ensuring a calm, professional, and well-organised environment.
- Handle telephone calls, emails, and general enquiries promptly and courteously.
- Maintain accurate student records, attendance registers, and administrative systems.
- Draft and prepare correspondence, reports, and school communications.
- Manage filing systems, office supplies, and resource inventories.
- Ensure confidentiality and compliance with school policies in all administrative tasks.
- Support admissions processes, including scheduling interviews and welcoming prospective families.

2. Parent & Community Liaison

- Act as the first point of contact for parents and carers, responding to queries with professionalism, warmth, and discretion.
- Support effective communication across the school community.
- Assist with the organisation of meetings, events, and school activities.

- Promote a welcoming and supportive environment that reflects the ethos of Durham International School Kenya.
- Provide guidance to visitors, ensuring safeguarding and security protocols are followed.

3. Co-Curricular Programme Coordination

- Administer the Prep School and Senior School co-curricular programme.
- Maintain accurate registers, timetables, and participation records.
- Communicate co-curricular information clearly and promptly to parents and staff.
- Coordinate spaces, resources, and supervision to support smooth delivery of activities.
- Monitor attendance and provide reports to the relevant leader as required.

4. Leadership & Whole-School Support

- Provide high-quality administrative support across the Campus.
- Assist with reporting, scheduling, and coordination of meetings and school initiatives.
- Support governance processes, including preparation of agendas and documentation.
- Contribute to whole-school improvement by identifying opportunities to enhance systems, processes, and the family experience.
- Undertake any other reasonable tasks as directed.

5. Safeguarding, Compliance & Health and Safety

- Ensure strict adherence to safeguarding and child protection policies.
- Monitor visitor access and maintain accurate visitor logs.
- Support emergency procedures and critical incident protocols.
- Uphold health and safety standards within the front office environment.
- Handle sensitive information with discretion and professionalism.

Person Specification

Skills & Competencies

- Strong organisational and administrative skills with attention to detail.
- Excellent communication skills, both verbal and written.
- Professional, approachable, and customer-service oriented.
- Ability to multitask, prioritise, and work under pressure.
- Proficiency in Microsoft Office; experience with school management systems (e.g., iSAMS, METIS) is advantageous.
- Discretion and confidentiality in handling sensitive information.
- Problem-solving skills and proactive initiative.

Experience & Qualifications

- Diploma or degree in Business Administration, Office Management, or related field.
- Minimum 2–3 years' experience in a secretarial or front office role, preferably in an educational setting.
- Experience managing reception and administrative functions in a busy environment.
- Previous exposure to safeguarding and compliance responsibilities is desirable.

Personal Attributes

- Warm, welcoming, and culturally sensitive.
- Professional appearance and demeanor.
- Strong interpersonal skills with the ability to build trusted relationships.
- Calm and solution-focused in a busy school environment.
- Commitment to the values and mission of Durham International School Kenya.
- Integrity, discretion, and a high level of professionalism.

How to Apply

Interested applicants are invited to send an application by email to hr@durhamkenya.com by 14th September 2026. 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, two of whom must be your recent and 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.

Confidentiality

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

Start date

Candidates should be available to start Immediate.

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.