



Bromsgrove International School

Job Description – HR and Administration Manager

Ensure that the school operations at BIST (Main Campus and BEY) are carried out to a high standard in accordance with the School Operating Procedures. Responsible for HR and Payroll, Government Liaison, Transport, Building, Maintenance, Catering, Housekeeping, Security

Reports To:

School Manager (WP)

Times of Duty:

Monday to Friday 7.30am to 4.30pm.

Minimum Qualifications:

- Bachelor's degree level
- At least 3 years work experience in the service industry.
- Knowledge of computer systems.
- Strong human relations skills
- Strong service orientation.
- Good command of English
- Strong interpersonal skills
- Strong communication skills

Major Responsibilities:

1. Human Resources

- Assist in development of HR and Administration policies and procedures
- Monitoring and controlling such policies to ensure staff compliance
- Manage HR-related issues as indicated in the staff handbooks
- Liaise with staff on routine HR matters.
- Manage staff complaints and report exceptions to School Manager.
- Prepare monthly report to School Manager on HR issues
- Responsible for staff recruitment process; advertising for the posts, candidate selection, following up with referees, sending job offers, notifying applicants of application status (accept/reject), organizing relevant handbooks to be sent out to new staff, ensuring relevant documents are provided etc.
- Manage settling process for new staff (obtaining non-immigrant visa from country of origin, finding suitable accommodation, arranging airport transfer etc)

- Assist the Headmaster in organizing Staff Orientation
- Monitoring staff absence and use of allowable leave of absence
- Manage process to acquire teachers' license, visas, work permits, tax, social security contribution, medical etc for all staff.
- Responsible for preparation of payroll
- Liaise with government agencies (Ministry of Education, Tax Department, Electric Department, Ministry of Labor etc) for processing required documents
- Maintain confidential HR records / files and ensure confidentiality of sensitive information.

2. *Catering*

- Responsible for catering function in the School and ensure that it meets school standard and requirement.
- Review and approve the school menus provided by the catering contractor after liaison with the Head of Boarding and Head Teacher BEY
- Advise and liaise with the catering contractor and support services co-ordinator for catering requirements for any special school functions.
- Approve all catering invoices for payment in accordance with contracts or purchase orders.
- Carry out spot checks on cleanliness of kitchens, dining halls and food preparation
- Deal with any complaints or matters associated with the administration of the catering contracts and advise the School Manager as necessary.

3. *Transport*

- Responsible for transportation function in the School and ensure that it meets school standard and requirement.
- Liaise with the School Manager, Admissions Manager, support services co-ordinator and Head of Driver on transport requirements
- Plan, organize and control use of school transport
- Select and manage outside contractors
- Approve all transport invoices for payment in accordance with contracts or purchase orders.
- Carry out spot checks on maintenance of the transport vehicles
- Deal with any complaints or matters associated with the administration of the transportation contracts and advise the School Manager as necessary.

4. *Housekeeping*

- Responsible for housekeeping function in the School and ensure that it meets school standard and requirement.
- Liaise with Housekeeping Supervisor and support services co-ordinator on proper scheduling and control of housekeeping functions and staff
- Carry out spot checks on housekeeping and adherence to cleaning schedule and tasks
- Manage outside contractors if any

5. Security

- Responsible for security function in the School and ensure that it meets school standard and requirement.
- Monitor compliance to school security procedures
- Manage outside contractors and liaise with support services co-ordinator as appropriate
- Approve all security invoices for payment in accordance with contracts or purchase orders.
- Carry out spot checks on security and adherence to the procedures

6. Maintenance

- Responsible for maintenance function in the School and ensure that it meets school standard and requirement.
- Liaise with Administration Supervisor and support services co-ordinator on proper scheduling and control of maintenance functions of building, ground, furnitures and staff
- Manage requests for maintenance raised by members of staff
- Manage outside contractors if any

Required Competencies:

- Customer and Market Focus
Ability to diagnose and anticipate staff needs and expectations and to quickly respond to them.
- Analytical Thinking and Problem Solving
Ability to identify problems, determine how to solve problems, evaluate alternatives, assess risk, and make timely decisions.
- Office Equipment Expertise
Ability to use office equipment to perform tasks; skill at teaching others how to use equipment; skill in a variety of office techniques (e.g., typing, data entry).
- Communication
Ability to clearly convey ideas orally and in writing, and to listen to and understand what others are saying. Ability to provide feedback and follow up where necessary.
- Business Writing Skills
Ability to compose business letters; respond to inquiries in writing; skill in use of appropriate business terms to achieve desired results.
- Computer and Software Proficiency
Ability to use relevant software; computer literate; ability to integrate various software to meet office needs.

- Scheduling and Coordinating

Knowledge of others' plans and schedules; skill in coordinating functions and ensuring desired results; ability to prioritize and make decisions; ability to do multiple tasks and support several people at once.

Date Issue: Year 2006

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