

# Receptionist and Administrative Assistant

**Location:** Raoul Wallenberg International School, Palma, Mallorca, Spain

**Position:** Receptionist and Administrative Assistant (Front Desk, Administrative Support, Student, Parent and Staff Support, Visitor Management, Supplier Liaison, Financial Support)

**Reporting to:** Business and Operations Manager

**Salary and Benefits:** Competitive Salary in line with the position's responsibility and scope of work, as well as the candidate's experience and qualifications. Additional benefits include free lunch, continued professional development

**Employment Type:** Full-time

**Visa Requirements:** Candidates must be an EU/EEA/Swiss citizen or have a work Visa to apply. We are unable to organise work and residence permits

**Deadline for applications:** Applications will be reviewed on an ongoing basis and applicants are encouraged to apply ASAP.

**Start date:** ASAP/upon agreement

**Enquiries/applications:** [hr@rwiss.es](mailto:hr@rwiss.es)

## The Opportunity

This is an exciting opportunity for an experienced **Receptionist and Administrator, including financial support** to contribute to the growth and success of RWIS. You will play a vital role in ensuring the smooth operation of the school's front-of-house and administrative functions. You will be the first point of contact for students, parents, staff, and visitors, setting the tone for a welcoming and professional environment.

This role requires a high level of organization, efficiency, and adaptability in a fast-paced school setting. You will manage daily administrative tasks, support the leadership team, administration and teaching staff, and help maintain effective communication between the school and its community. From handling inquiries and updating student records to assisting with events and supporting the admissions process, your contributions will be integral to the school's success. In addition, you will be involved in coordinating facilities and ensuring all visitors adhere to school security and safeguarding procedures.

As part of a **future-focused** and **student-centred** school, we value individuals who are proactive, resourceful, and committed to providing outstanding support. This role is ideal for someone who thrives in a collaborative environment, enjoys working with children and families, and is eager to contribute to the positive culture of our school community.

Reporting directly to the Business and Operations Manager, your work will be instrumental in promoting the reputation and achievements of RWIS.



# Position Scope

## 1. Front Desk & Visitor Management:

- Serve as the first point of contact for all visitors, ensuring a warm and professional welcome.
- Manage phone calls and emails, directing inquiries appropriately and responding in a timely manner.
- Oversee visitor sign-in procedures, ensuring compliance with security and safeguarding policies.
- Handle student attendance records, including late arrivals and early departures.

## 2. Administrative Support:

- Assist in admissions and enrollment processes, maintaining accurate student records.
- Support school events, trips, and meetings with logistical coordination.
- Help manage office supplies, and purchasing and ensure necessary resources are available alongside the Business and Operations Manager.

## 3. Student, Parent, and Staff Support:

- Provide assistance to students with minor first aid needs and communicate with parents as required.
- Support teachers and leadership staff with administrative tasks.
- Assist in coordinating school transportation, catering and other services.
- Manage lost property and facilitate the distribution of student messages and belongings.

## 4. Facilities & Supplier Liaison:

- Coordinate with maintenance and facilities staff to ensure a safe and functional school environment.



## Key Performance Indicators (KPIs)

Success in this role will be measured by:

- **Efficiency in Reception Management** – Maintaining a well-organized and professional front desk, ensuring visitors, parents, and students are attended promptly.
- **Administrative Accuracy** – Ensuring attendance logs, and other school databases are accurate and up to date.
- **Communication & Responsiveness** – Timely and professional handling of inquiries from parents, staff, and external parties.
- **Event & Logistics Coordination** – Effective support in organizing school events, trips, and meetings.
- **Compliance & Security** – Adherence to safeguarding, security, and data protection policies.
- **Stakeholder Satisfaction** – Positive feedback from staff, parents, and visitors regarding service quality and responsiveness.

## Ideal Candidate

### Qualifications and Experience:

- A minimum of a high school diploma and/or administration qualification.
- Previous experience in a receptionist and/or administrative role, preferably in an international school or educational setting, including customer service and front desk management.
- Proficiency in Google Workspace and experience with school management systems.
- Familiarity with database management, record-keeping and document processing.
- Strong written and verbal communication skills in **English and Spanish** (other languages are an advantage).
- Experience handling confidential and sensitive information with professionalism.

### Skills and Attributes:

- Excellent organizational and multitasking abilities in a fast-paced environment.
- Strong problem-solving skills and a proactive approach to challenges.
- Ability to handle sensitive information with discretion and professionalism.
- Outstanding interpersonal skills, with the ability to engage positively with students, parents, and staff.
- Strong attention to detail and accuracy in administrative tasks.
- Ability to remain calm and professional under pressure.
- A collaborative mindset and a commitment to supporting the school community.
- High level of adaptability and flexibility to manage shifting priorities.
- Customer service-oriented approach with a friendly and welcoming demeanor.
- Commitment to the RWIS values and a passion for working in an educational setting.



# Introduction to Raoul Wallenberg International School (RWIS)

Raoul Wallenberg International School Palma (RWIS) is a values-driven learning environment committed to fostering future-focused, inquiry-based education. Guided by the values of honesty, compassion, courage, and drive, we provide a nurturing yet challenging space for students to thrive academically and personally. Located in the stunning setting of Mallorca, Spain, RWIS is dedicated to empowering learners from diverse backgrounds to become ethical leaders and global citizens.

## RWIS Guiding Statements

### Vision Statement

An inspiring and nurturing learning community that appropriately challenges and empowers students to be future-ready global citizens.

### Mission Statement

The Raoul Wallenberg International School's mission is to make a positive difference for every single student in our care, helping to develop their full potential. We aim to nurture confident, independent, and resilient students in an inclusive, caring, challenging, diverse and joyful international learning environment. This outstanding student experience will empower RWIS graduates with the attitudes, skills and attributes to thrive in a rapidly changing world by enriching their own lives and those around them.

## Watchwords



**Courage**



**Drive**



**Honesty**



**Compassion**

