



HIBA ACADEMY BAY AREA JOB DESCRIPTION

POSITION: Bilingual Lead Receptionist and Data/Administrative Coordinator

ABOUT US

Pioneering Education to serve and help shape a better world

As the newest member of Wellington College Education, Hiba Academy Bay Area is looking forward to providing a truly transformative education experience to Early Years and Primary-aged children with our innovative English and Chinese bilingual curriculum. We are part of a global network of schools united by a 160-year history of excellence with roots in the UK. Guided by a shared vision of pioneering education to serve and help shape a better world, Wellington College Education currently empowers more than 10,000 students across the UK, China, Thailand, India, and soon Indonesia.

Opening in Fall 2026, Hiba Academy Bay Area is a bilingual international school that will serve Pre-K to Grade 5 students in the San Francisco Bay Area. At capacity, roughly 400 children will thrive in a dual-language educational environment, where they will learn English and Chinese not as discrete academic subjects but as languages of instruction across the curriculum.

Hiba Academy will bring together a team of passionate and highly experienced professionals to nurture our students to go out into the world as confident, self-sufficient, and resilient global citizens. Across the Wellington College Education family of schools, we employ over 2000 qualified professionals including around 1000 teaching staff. Hiba Academy will offer unrivalled career and professional development opportunities, drawing on the resources and expertise of this network which will ensure a rewarding, sociable, and stimulating work culture for our employees.



POSITION INFORMATION:

JOB TITLE	Lead Receptionist and Data/Administrative Coordinator
DEPARTMENT	Administration
REPORTS TO	Executive Assistant to the Head of School and Office Manager
LOCATION	On Site
CLASSIFICATION	Exempt
GRADE	Administration Level
SALARY	\$70000-80000 Annually

OBJECTIVES

The receptionist is the first point of connection for families, students, staff, and visitors and plays a central role in shaping the daily experience of Hiba Academy. The way this role shows up each day should reflect the warmth, professionalism, and high standards of the school, ensuring every interaction is welcoming, efficient, and aligned with our ethos.

This role is both relational and operational. It includes managing front-of-house communication with clarity and care, while also maintaining accurate and up-to-date student and school records across key systems. The Receptionist is responsible for ensuring information is handled with precision and confidentiality, supporting the smooth running of the school and the experience of our families.

Key features of the role include strong ownership, attention to detail, sound judgment, and the ability to manage multiple priorities in a fast-paced, start-up environment.



KEY RESPONSIBILITIES

The responsibilities below reflect the core priorities of the role, with front of house experience and student information systems forming the central focus.

Front of House and Family Experience

- Manage all front desk inquiries, ensuring communication is timely, professional, and welcoming
- Provide a high standard of front-of-house service to families, students, staff, and visitors, including translation as needed, and generation of records within the data management system
- Ensure every interaction reflects the values and ethos of Hiba Academy
- Answer telephone calls, record messages, and ensure appropriate follow-through
- Maintain a front desk environment that is organized, calm, and professional at all times
- Collaborate with security personnel to enforce visitor management protocols

Student Information and Systems

- Maintain accurate and up-to-date student records across school systems, including admissions, enrollment, and attendance
- Manage daily attendance tracking and ensure records are complete and accurate
- Ensure student information is collected and maintained in line with school expectations and California licensing requirements
- Maintain emergency contact details and authorized pick-up information
- Generate and update records within the school's data management systems
- Ensure accuracy and consistency of data across all school systems
- Handle all student and family information with a high level of confidentiality and care

School Operations Support

- Support administrative processes including paperwork, filing, and data entry, ensuring accuracy and organization
- Manage incoming and outgoing mail and packages
- Order and maintain office supplies
- Prepare and submit purchase orders
- Manage staff communication lists and support internal communications, including staff absence notifications



- Provide administrative and executive support to the Senior Leadership Team and other staff as needed/assigned including but not limited to calendar management, travel booking, and processing business expenses.

Admissions and Community Engagement Support

- Support the coordination of admissions events, open houses, and school meetings
- Welcome and engage prospective families, ensuring a strong and positive first impression of the school
- Assist with parent workshops and community events

General Responsibilities

- Demonstrate flexibility, cooperation, and a willingness to support across all areas of school operations
- Contribute to a positive, collaborative, and professional working environment
- Undertake additional duties as required by the school leadership team

JOB QUALIFICATION

BASIC QUALIFICATION

- Bachelor's Degree
- Minimum 3-5 years of relevant working experience in customer-facing and administrative roles in comparable environments

LANGUAGE

- Bilingual: fluent in written and spoken English and Mandarin Chinese

EXPERTISE

- Excellent interpersonal and communication skills
- An open mindset and a quick learner
- Exceptional attention to detail
- Ability to manage multiple systems accurately
- Discretion and professionalism with confidential information
- Strong customer service mindset
- Ability to work independently and proactively, showing initiative and taking ownership.
- Strong skills in Microsoft Office, Outlook, and database systems.
- Ability to multi-task and set priorities

- Comfortable in a fast-paced, start-up environment, with a hands-on approach and the ability to navigate ambiguity and evolving priorities.
- Behaviors that represent the five core values of Wellington (Courage, Integrity, Kindness, Respect and Responsibility)
- Excellent communication skills with a diverse range of people
- Ability to multi-task and prioritize
- Passion for the education sector
- Strong track record of creative problem-solving
- Personal integrity, accountability and credibility
Honest, trustful, reliable, persistent, team spirit, open-minded and flexible

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| | <ul style="list-style-type: none"> • This role is primarily situated within a standard office setting but requires regular movement across campus and a hands-on approach, especially during the start-up and launch |
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PHYSICAL DEMANDS AND WORK ENVIRONMENT	phases. Employees in this position will be expected to assist with some manual tasks such as event set-up and coordinating logistics for school operations. The role involves lifting objects up to 25 pounds and occasional outdoor work. Reasonable accommodations will be made in accordance with the Americans with Disabilities Act (ADA) to enable individuals with disabilities to perform the essential functions of the job.
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HOW TO APPLY

To apply, please submit your resume and cover letter in ONE PDF to careers.bayarea@hibaacademy.org.

By applying to this job, you understand and consent to collection of your employment history, as required by California Senate Bill 848 and California Education Code § 44051. In accordance with these laws, please list your employment history separately from your resume and cover letter, disclosing all previous employment with any public or private school entity. For any current or previous educational institution, list dates of employment, location, and the institution's current HR contact info. Failure to provide a complete, accurate, and truthful record of all prior educational employment may result in the disqualification of your application or termination of employment.

Hiba Academy and Wellington College Education fully recognizes its responsibility for Safeguarding and Child Protection. We place the safety and wellbeing of our community at the heart of all that we do. This includes robust Child Protection policies and procedures. All members of staff understand the central importance of this commitment and undergo annual training in child protection. To ensure the safety of our community, *employment with Hiba Academy will be contingent on successful completion of a background check.*