Job Description of Section Secretary

Role Summary:

The School Secretary serves as the central communication, coordination, and administrative support function for the respective school section/office. The role is responsible for accurately disseminating all academic, administrative, and event-related information accurately to the school community. The Secretary provides critical logistical support ensuring the smooth execution of office operations, student-related processes, high-stakes periods like events, assessments/examination, and overall documentation while maintaining professionalism, accuracy, confidentiality, and service standards. The role reports to the respective Head(s) of Student Life.

Key Responsibilities:

1. Communication & Information Flow

- **Central Dissemination:** Act as the central point for dissemination of official correspondence including circulars, orientations details, surveys, schedules, examination information, event invites/ communication, reminders, daily attendance, and administrative updates.
- **Stakeholder Liaison:** Coordinate communication between the Programme Heads/ Section Leadership Team, parents, students, staff, and support departments to share updates on deadlines, programme requirements, field/class trips, PTMs, assessments, school policies and other section activities.
- **Brand Consistency:** Ensure all outgoing communication, documentation, presentations, and correspondence follow approved school formats, templates, and professional standards.
- **Bonafide Letters:** Issue Bonafide letters after checking with school records of the student as requested by students/ parents.
- **Parent, Student & Visitor Support:** Respond to routine queries and serve as the first point of contact for parents, students, visitors, and external stakeholders visiting or contacting the office (as applicable to their section).
- **Orientation & Programme Communication:** Support communication and logistical coordination for orientations, subject choice sessions, programme presentations, parent meetings, and other information sessions (as applicable to their section).

2. Attendance Tracking & Reporting

- **Daily Data Preparation:** Collect, verify, prepare and communicate attendance, punctuality, absence, detention, transport, and student movement data/records including late arrivals, early exits, and student exit permissions (as applicable to their section). He/she needs to account for every period and ensure discrepancies (if any) are resolved immediately.

- **Department Liaison:** Formally communicate attendance figures and specific student absences and related communication with relevant departments, teachers, coordinators, support teams, and operational staff to ensure records remain updated and synchronized.
- **Absence Coordination:** Track attendance irregularities, excused/unexcused absences, and student care concerns, and escalate issues regarding non-attendance or tardiness to the respective leadership personnel as applicable.
- **Student Exit Record:** Prepares and manages student exit slips in accordance with school procedures (as applicable to their section).
- **Examination Attendance:** Support attendance-taking process during mock and final examinations, assessments, immediately flagging any missing students to the respective Section Office.

3. Data Management & Record Keeping

- **Student Databases:** Maintain and update comprehensive database – student, parent, and staff records including contact details, subject choices, registrations, assessments, co-curricular activities (CCA), batch assignments, medical forms, permissions, transport records, exam results data, programme records, and other section-related documentation.
- **List Collation:** Prepare, verify, collate, and maintain critical operational and academic lists for school events including examinations, award assemblies, graduation honours, block lists, inter-house activities, orientations, report cards, certifications, and other section-related activities (as applicable to their section).
- **Documentation & Record Management:** Manage and maintain surveys, approvals, consent forms, inward communication, Bonafide Letters, transcripts, certificates, report cards, payment tracking, programme submissions, and other operational or academic documentation (as applicable to their section).
    - Handle digital and hard copy file management for the respective section (as required).
- **Enquiry Upon Results (EUR):**
    - Collates and maintains a list of students applying for EUR services.
    - Communicates EUR outcomes to parents in a timely and professional manner.
    - Follows up on and tracks payments related to EUR services, where applicable.
- **Resource Coordination:** Assist in coordinating administrative data related to facilities, housekeeping, security, transport, canteen, venue readiness, classroom setup, snag-point reporting, and event support.
- **Confidentiality & Record Security:** Ensure confidentiality, accuracy, and secure handling of sensitive student, staff, parent, examination, and school-related information at all times.

4. Examination & Assessment Support

- **Exam Logistics:** Support the planning and operational readiness of examinations, assessments, checkpoints, mock examinations, and board examinations through coordination of seating plans, venue arrangements,

authorized materials, notices, and exam folders contain correct stationery for invigilators including stationery, attendance sheets, and venue details.

- **Invigilation Template:** Create and maintain the master templates for exam invigilation and venue allocation.
- **Exam Displays/ Notice Board Communication:** Manage examination communication, schedules, notice boards, electronic displays, and assessment-related information to ensure students, parents, invigilators, and staff have real-time information during assessment periods. (as applicable to their section).
- **Examination Materials Preparation:** Assists the Head of Student Life in preparing examination materials –
    - Making envelopes with labels of subject, time, room and instructions for question papers.
    - Preparing, photocopying, sorting, stapling, packaging, filing, and distribution of examination papers, examination folders, labels, attendance sheets, cover sheets, and assessment materials in coordination with relevant staff.
- **For Board Examinations & Results:**
    - Ensures readiness of examination rooms prior to all board exams, including seating, materials, and compliance requirements.
    - Displays and maintains all examination posters and notices in accordance with board regulations.
    - Assists the office team in sharing board exam results of students electronically.
    - Does the result compilation for school record and updates it.
- **Support Staff Coordination:** Inform and coordinate with Housekeeping, Security and Canteen staff regarding examination arrangements.

5. Event & Milestone Coordination

- **Orientation & PTMs:** Provide administrative support for the planning and execution of student/parent orientations, PTMs, programme presentations, and information sessions through coordination of schedules, seating plans, venue arrangements, materials, attendance sheets, and logistics.
- **School Events & Programme Activities:** Coordinate administrative and operational support for school events, assemblies, competitions, celebrations, enrichment activities, class events, and programme-related activities (as applicable to their section).
- **Graduation Support & Academic Milestones:** Assist in the logistical planning of the Graduation Ceremony, specifically regarding the accuracy of student data and awards.
- **Event Logistics & Coordination:** Coordinate with housekeeping, facilities, security, transport, canteen, and support departments to ensure operational readiness during major academic milestones, ceremonies, assemblies, and section events, for e.g. Graduation Day, Award Assemblies, Annual Day, School Fete, Inter-house Competitions, classroom celebrations, etc. (as applicable to their section).

6. Administrative Coordination & Office Support

- **Scheduling & Meeting Coordination:** Schedule and coordinate meetings, appointments, PTMs, planning sessions, interviews, orientations, and other office-related engagements, including circulation of meeting minutes where required.
- **Administrative Coordination:** Coordinate day-to-day administrative requirements of the section office including follow-up on permissions, ID cards, transport changes, student support coordination, SEN/tutor coordination, and other operational or programme-related administrative processes (as applicable to their section).
- **Calendar Management:** Maintain and update the School Calendar, ensuring communication is shared across schools for the monthly calendar.

Other Responsibilities:

- Perform any other duties assigned by the Reporting Manager, Head of Section or Section Office.

Requirements

Education

- Bachelor's degree in Administration, Commerce, Management, Education, or a related field preferred.

Experience

- Prior experience in an administrative, coordination, or secretarial role, preferably within a school or educational institution.

Skills & Knowledge

- Strong organizational, coordination, and administrative skills with the ability to manage multiple responsibilities simultaneously.
- Excellent written and verbal communication skills with strong attention to detail and accuracy.
- Proficiency in Microsoft Office Suite, Google Workspace, spreadsheets, school management systems, and digital filing systems.
- Ability to handle confidential and sensitive information with professionalism, discretion, and integrity.
- Strong interpersonal, follow-up, stakeholder coordination, and service orientation skills.