



**CHARTERHOUSE**  
LAGOS



**WELCOME CENTRE ADMINISTRATOR**



### Welcome Centre Administrator

This is an exciting opportunity for a talented and hard-working individual with a desire to work in an environment that strives for excellence in all it does.

We are seeking a Welcome Centre Administrator who will play a pivotal role in maintaining an organized and efficient office environment. The successful candidate must demonstrate excellent interpersonal skills, have experience in hospitality or high-end service delivery, and a commitment to operational excellence.

### Job Description

**Position:** Welcome Centre Administrator  
**Reporting to:** Campus Operations Manager  
**Collaboration:** All Staff, Students, Parents and Visitors.  
**Position Type:** Full-Time (including some weekends and evenings as required)

**Role Overview:** This role involves managing reception duties in our fabulous Welcome Centre and providing administrative support to ensure smooth day-to-day operations.

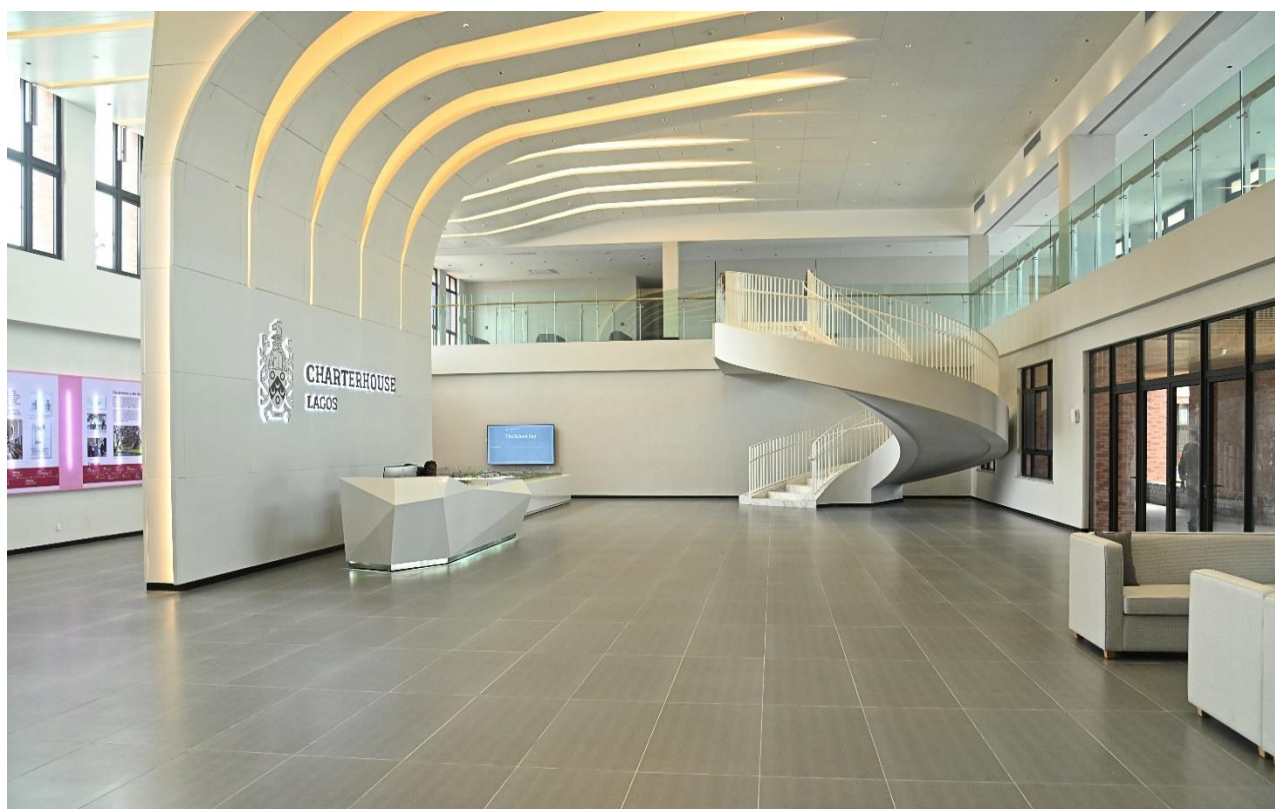
*Charterhouse Lagos staff are committed to safeguarding and promoting the welfare of children and young people. They ensure a secure, stimulating, and well-managed learning environment that promotes a sense of safety, support and wellbeing.*





## CHARTERHOUSE LAGOS

| Qualifications and Experience                                                                                                                               | Essential | Desirable |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Bachelor's degree in business administration or a related field.                                                                                            | Yes       |           |
| Proven experience as a receptionist or other customer-facing role is preferred.                                                                             |           | Yes       |
| Familiarity with office equipment, such as printers and copiers.                                                                                            | Yes       |           |
| Skills & Competencies                                                                                                                                       |           |           |
| Excellent communication and interpersonal skills.                                                                                                           | Yes       |           |
| Strong written and verbal communication skills.                                                                                                             | Yes       |           |
| Proficiency in using office software (e.g., Microsoft Office Suite).                                                                                        | Yes       |           |
| Strong organizational and multitasking abilities.                                                                                                           | Yes       |           |
| Attention to detail and accuracy.                                                                                                                           | Yes       |           |
| Professional appearance and demeanour.                                                                                                                      | Yes       |           |
| Personal Attributes                                                                                                                                         |           |           |
| Cheerful and welcoming personality.                                                                                                                         | Yes       |           |
| Reliability and punctuality.                                                                                                                                | Yes       |           |
| Adaptability and the ability to work in a fast-paced environment.                                                                                           | Yes       |           |
| Problem-solving skills and the ability to remain calm under pressure.                                                                                       | Yes       |           |
| Discretion and the ability to handle sensitive information confidentially.                                                                                  | Yes       |           |
| Team player with a positive attitude.                                                                                                                       | Yes       |           |
| Adaptability and willingness to take on new responsibilities.                                                                                               | Yes       |           |
| Commitment to upholding the values and ethos of Charterhouse Lagos.                                                                                         | Yes       |           |
| A drive for excellence, an appreciation of the importance of education and an understanding and appreciation of the aims, mission and values of the school. | Yes       |           |





| Key Responsibilities |                                                                                                                                             |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|                      |                                                                                                                                             |
| <b>1.</b>            | <b>Welcome Management:</b>                                                                                                                  |
| i.                   | Greet and welcome visitors with a professional, helpful and friendly demeanour.                                                             |
| ii.                  | Answer incoming phone calls, screen, and route calls to the appropriate person.                                                             |
| iii.                 | Ensure you hold the update to information on a variety of aspects of the school to ensure queries and questions can be handled efficiently. |
| iv.                  | Ensuring the Welcome Centre and Oak Tree Café seating area is always clean and tidy.                                                        |
| v.                   | Ensuring visitors waiting in the Welcome Centre are offered refreshments and are comfortable whilst they wait.                              |
| <b>2.</b>            | <b>Administrative Support:</b>                                                                                                              |
| i.                   | Assist with general office tasks, including production of documents, photocopying, scanning and data entry.                                 |
| ii.                  | Handle incoming and outgoing calls, assisting the Admissions Department with calls relating to information requests.                        |
| iii.                 | Liaising with Marketing, ensuring that suitable materials are available for visitors to read and take away.                                 |
| <b>3.</b>            | <b>Communication Handling:</b>                                                                                                              |
| i.                   | Manage and distribute incoming emails and correspondence.                                                                                   |
| ii.                  | Assist in drafting and editing documents, as needed.                                                                                        |
| <b>4.</b>            | <b>Database Management:</b>                                                                                                                 |
| i.                   | Maintain and update contact lists and office databases.                                                                                     |
| <b>5.</b>            | <b>Travel Arrangements:</b>                                                                                                                 |
| i.                   | Assist in booking travel arrangements for employees when required.                                                                          |
| <b>6.</b>            | <b>Problem Solving:</b>                                                                                                                     |
| i.                   | Handle inquiries and issues from visitors and employees, escalating when necessary.                                                         |
| <b>7.</b>            | <b>Adherence to Policies:</b>                                                                                                               |
| ii.                  | Comply with all school policies and procedures, including security protocols.                                                               |



Primary School Library



**CHARTERHOUSE**  
LAGOS



Official signing of the Charterhouse Lagos Agreement at Charterhouse UK

### **About our School**

We opened in September 2024 and we are setting a new standard in education provision in Nigeria and West Africa. With world-class facilities and a focus on excellence, we are creating students with a passion for learning, for excellence and for leadership.

The school community is self-contained and lies in Ajah on the Lekki Peninsula, Lagos. The secure compound offers the best educational facilities in Nigeria. 24-hour security ensures that our students and staff can take advantage of the amazing facilities. We expect our older students to board at the school.

Facilities include fully connected classrooms, science and STEM labs, music, art, drama and library spaces, an 800-seat professional standard theatre, a 25-metre competition pool, along with a learn to swim pool, an NBA standard indoor basketball stadium, outdoor and indoor football pitches, and a beautifully landscaped campus that offers relaxation as well as a connection to nature.



Primary School STEM Room

The school offers an international education for students aged 5 to 18 (Years 1 to 13) using the British curriculum and leading to the IGCSE and A level qualifications. These will allow our students to aspire to the very best universities worldwide.

Opening a new school is a huge challenge and adaptability will be key. We aim to create British style international school reflecting the heritage and culture of the great UK independent schools. We are seeking leaders who will bravely tackle challenges and challenge expectations; we want individuals who will set aspirational targets for students and staff and lofty goals for our school.

Phase 1 of our building programme opened in September 2024 and phase 2, with the secondary school facilities is approaching completion. Phase 3 will follow over the next few years. Years 1 to 6 are already established in our primary school, and we are looking forward to adding Years 7, 8 and 9 in September 2025. In September 2026, Year 10 (IGCSE) and Year 12 (A levels) will open to complete our educational offering.

We hope that you will consider joining us to create an exciting new future in Lekki, Lagos.



**CHARTERHOUSE**  
**LAGOS**



## **TERMS AND CONDITIONS**

### **Contract**

This is a permanent full-time, full year position. The post will be considered probationary for a period of up to 6 months. Working hours will be full time, full year with occasional evenings and weekends as required by the schedule. Uniform will be provided for this role.

### **Salary**

Competitive

### **Professional Development**

Professional and international working environment. Professional Development and training opportunities.

### **Pension**

Benefits including pension health insurance.

### **Meals**

Free lunch and refreshments are available to staff whilst on duty and when catering is in operation.

### **Holiday**

The holiday year runs from August- July, in line with the academic year and entitlement is 21 days leave, usually taken in the school holidays. This leave is in addition to Federal Public Holidays.

### **Fitness Centre Membership**

All academic and business staff are entitled to join the Fitness Centre, with access to the swimming pool, gym and fitness activities.

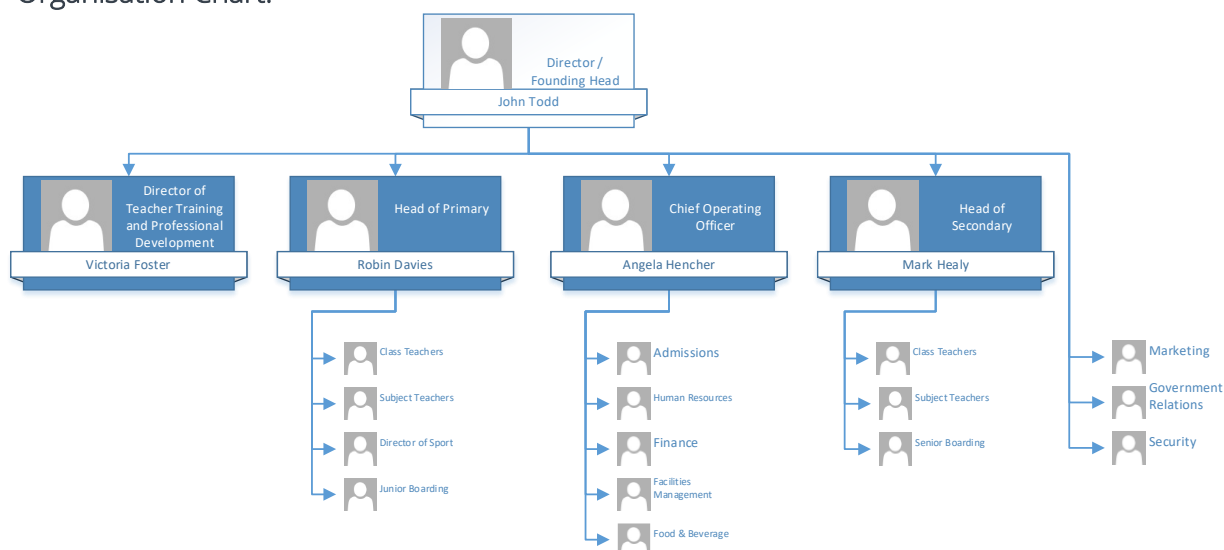
### **Pre-Employment Checks**

Any offer of employment is subject to numerous checks to comply with our Safer Recruitment processes and our Safeguarding Policy (available to view on our website), please see our link for

[APPLICATION AND RECRUITMENT PROCESS EXPLANATORY NOTE.docx](#)



## Organisation Chart:



### ***Safeguarding***

Charterhouse Lagos is committed to safeguarding and promoting the welfare of all our students and expects all applicants to share this commitment. We follow safer recruitment practices which are aligned with recommendations from the International Task Force on Child Protection. We aspire to the highest international standards of recruiting practices with specific attention to child protection. All appointments are subject to interviews, identity checks, criminal record checks, social media checks and successful references.

### ***Data Protection***

The personal data relating to candidates, including personal data provided in, or along with the enquiry and application forms, is required to be collected by Charterhouse Lagos/The Huntington Education Group, for purposes of candidate evaluation, and facilitating the recruitment process. By providing us with your personal data, you give your consent to us for collecting, retaining, processing, transferring (including cross-border transfer) and disclosing personal data to any third parties (including intra-group) for achieving the above purpose.

### ***Diversity, Equality and Inclusion***

At Charterhouse Lagos, we want everyone to feel valued, appreciated, and free to be who they are at work, whilst remaining true to the culture and laws of Nigeria. Our recruitment processes are designed to prevent discrimination regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, citizenship, or any other aspect which makes them unique.