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## Job Title: Administrative and Learner Support Officer

Reports To: Lead Specialist  
Indirect Report: School Director & School Principal

Location: Josephian Schools, Dar es Salaam, Tanzania

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### Job Summary:

The **Administrative & Learner Support Officer** ensures the smooth running of daily operations at the **Josephian Special Needs Desk** by handling front-office administration, scheduling, and client communication, while also providing direct, hands-on support to children during assessment sessions. This dual role ensures the Centre remains parent-friendly, child-centered, and fully compliant with operational standards.

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## Key Responsibilities

### A. Administrative Duties

- **Reception & Front Desk:** Greet parents, children, and visitors in a warm, professional manner.
- **Scheduling:** Coordinate appointments for assessments, therapy sessions, and follow-up meetings.
- **Communication:** Handle phone calls, emails, and WhatsApp inquiries promptly and professionally.
- **Document Management:** Prepare and file intake forms, consent forms, and correspondence.
- **Procurement Support:** Track office and assessment supplies, request restocking as needed.
- **Visitor Management:** Maintain visitor log and ensure access protocols are followed in line with school security policy.



## B. Learner Support Duties

- **Assessment Assistance:** Prepare assessment rooms and materials ahead of sessions; ensure child-friendly, safe setup.
- **Child Supervision:** Provide comfort, guidance, and light assistance to learners while waiting or during transitions between activities.
- **Session Support:** Assist specialists during assessments (e.g., handing out materials, helping children stay engaged).
- **Safety Monitoring:** Ensure learners are safe, supervised, and accounted for during their time in the Centre.
- **Special Needs Sensitivity:** Apply inclusive and empathetic approaches when supporting children with neurodiverse conditions or physical challenges.

## C. Operational Support

- Assist in organising parent workshops, awareness days, and internal training events.
- Maintain cleanliness and organisation of the reception, waiting area, and assessment spaces.
- Report any facility or equipment issues to the Lead Specialist promptly.

## Reporting Lines

- **Directly reports to:** Lead Specialist – Josephian Special Needs Desk
- **Indirectly reports to:** School Principal and Director – Josephian Schools

## Key Competencies

- Excellent interpersonal and communication skills, both in person and via phone/email.
- Strong organisational skills and attention to detail.
- Empathy and patience when working with children, especially those with special needs.
- Ability to work effectively in a team and follow guidance from multiple supervisors.
- Basic computer skills (Microsoft Office, Google Workspace).

## Minimum Qualifications

- Diploma or Certificate in Office Administration, Customer Care, or related field.
- Experience in an educational, clinical, or customer service environment is preferred.
- Exposure to working with children is an added advantage.