



Job Description Receptionist

Job Title	Receptionist
Salary Scale	NJC Scale 4 (7-11)
Responsible To	Interim Operations Manager
Responsible For	No subordinate staff
Number in Post	2
Date Drafted	December 2025

Job Purpose

The primary purpose of this role is to provide a professional, efficient, and welcoming front of-house experience for all visitors, parents, and staff, while also delivering high-quality administrative support to ensure the smooth operation of the school office.

You will be the first point of contact for visitors and telephone enquiries, upholding the school's values through every interaction and ensuring safeguarding procedures are followed. This role encompasses a wide range of responsibilities including reception management, communication handling, data and record maintenance, event coordination, procurement, and support for school-wide administrative tasks.

The postholder will play a key role in supporting the senior leadership team and wider staff through timely and accurate administrative work, contributing to a safe, secure, and efficient school environment. The role requires the ability to multitask, using initiative and remaining calm under pressure.

Major Tasks

1. To carry out duties relating to Parents, Visitors and Students.
2. To operate the Switchboard and other forms of LIPA School communication systems.
3. To maintain the LIPA School postal system and assist in continuity of mail service.
4. To monitor stationery stocks.
5. To undertake General Office Duties.
6. To undertake duties common to all LIPA School staff.
7. Emergency and Safeguarding Procedures

Job Activities

Major Task 1 Parents, Visitors and Students

- Provide a welcoming environment for parents, visitors and students to LIPA School and assist them in locating other staff or areas of the building.
- Maintain an accurate signing-in book and issue security badges for all visitors to the School including contractors.
- Ensure contractors have appropriate safeguarding clearance (DBS) and are supervised (if necessary) whilst on the premises.
- Provide safeguarding and health & safety information to visitors either verbally or paper-based.
- Enforce access control measures in accordance with safeguarding protocols—verify IDs, issue visitor passes, and monitor entry and exit points.
- Remain vigilant to unknown individuals on the premises and report concerns in line with school procedures.

Major Task 2 Switchboard and Communication

- Operate the LIPA School telephone system in a manner which is at all times, welcoming, efficient, effective and accurately informed.
- Keep abreast of developments within LIPA School to ensure accurate information is given out at all times.
- Ensure that letters, telephone messages, emails and faxes received at Reception are forwarded to staff by the most efficient method, including email.

- Operate internal communication systems efficiently and effectively.

Major Task 3 Postal System

- Process incoming and outgoing mail, liaising with Royal Mail to ensure continuity of service.
- Organise the freighting of parcels/packages and complete appropriate documentation.
- Organise and distribute incoming/outgoing post and completed forms from parents.
- Ensure postal supplies are maintained and ordered as necessary.
- Keep the pigeon hole system up to date, inserting new ones for new staff and clearing down leavers.

Major Task 4 Stationery

- Order, monitor, and manage office and classroom supplies, ensuring value for money and compliance with procurement policies.

Major Task 5 General Office Duties

- Support other administrative staff with daily operations.
- Maintain and update manual and digital information systems, including the school calendar and records.
- Manage the school's shared email inbox, ensuring timely responses and appropriate forwarding.
- Coordinate the booking of training courses and professional development for all staff.
- Provide ad hoc administrative support, including printing, photocopying and filing.
- Ensure that printers and photocopiers are maintained, ready for use e.g. loaded with paper on a regular basis.
- Report photocopier faults and monitoring progress to ensure that they are back in working order as quickly as possible.
- Update and issue the internal telephone list as required.
- Organise and maintain the working area of Reception.
- To be responsible for ensuring the foyer is welcoming, organised and up to date with current brochures and notices.
- Assist with the delivery of school meals to the children.
- To ensure repair and maintenance issues are notified in a timely fashion.
- Being the first point of contact for issues/problems relating to ICT within the School.

- Assist in the organisation of parent evenings, meetings, and school events—booking rooms and coordinating resources.

Major Task 6 Common Duties

- Work flexibly, including contributing to LIPA School projects of a general nature and providing cover for other staff.
- Contribute to the overall ethos/work/aims of the school and participate in training and other learning activities and performance development as required.
- Assist in the management and efficient use of the school's resources.
- Participate in staff appraisals and training programmes as required.
- Carry out duties at all times with due regard to Equal Opportunities, Health and Safety and other LIPA Multi Academy Trust policies as agreed and revised from time to time.
- This job description is not intended to be an exhaustive list of all the duties and responsibilities that may be required. The jobholder will be expected to carry out such professional tasks as are commensurate with the duties and responsibilities of the post.

Major Task 7- Emergency and Safeguarding Procedures

- Respond promptly to any emergencies, contacting a first aider or emergency services and providing accurate information.
- During a fire alarm or emergency evacuation, ensure visitor safety, manage sign-in documentation, and liaise with emergency services.
- Guarantee that pupil registers and staff lists are taken to the designated emergency assembly point.



**Person Specification
Receptionist**

		To be identified by:
Education and Qualifications:		
GCSE (Grade A*-C) or equivalent in English and 5 other subjects (preferably Maths)	Essential	Application Form/Certificates
Customer Service qualification	Desirable	Application Form/Certificates
Experience/Knowledge: applicants should be able to demonstrate recent and relevant experience of:		
Knowledge of a range of software packages using a Windows environment including a sound working knowledge of Outlook	Essential	Application Form/Task
Experience of operating basic office equipment including photocopier and scanner/fax	Essential	Application Form
Experience of operating a franking machine	Desirable	Application Form
Experience as a receptionist	Essential	Application Form/ Interview
Skills and Ability		
Ability to obtain DBS disclosure which is satisfactory to LIPA School	Essential	DBS application form /disclosure
Ability to communicate clearly and effectively both verbally and in writing	Essential	Interview/Task

Organised and methodical approach to work	Essential	Interview
Ability to prioritise and apply initiative were appropriate	Essential	Interview
Mature and flexible approach to work	Essential	Interview
Ability to multitask and work well under pressure	Essential	Application Form/Task
Commitment		
To LIPA's Equality & Diversity policy and practice	Essential	Interview
To the provision of a high level of service to the customers	Essential	Interview
Enthusiasm, flexibility and a "can- do"	Essential	Interview