

**Job Description**

<b>Job Title</b>	Receptionist
<b>Salary Scale</b>	Fixed SCP 11
<b>Responsible To</b>	Receptionist Team Leader
<b>Responsible For</b>	Not Applicable
<b>Number in Post</b>	4
<b>Date Drafted</b>	December 2025

**Job Purpose**

To provide a welcoming and excellent first point of contact to visitors, staff, and students (by telephone, e-mail and in person), to respond to enquiries, to operate the LIPA switchboard and to sort incoming post. To ensure that information flows are accurate and effective.

**Major Tasks**

1. To provide a welcoming and professional first impression to visitors, students and staff and deal with their enquiries.
2. To operate the LIPA switchboard and other LIPA communication systems.
3. To sort incoming post and direct deliveries.
4. To complete general Reception duties.
5. To undertake duties common to all LIPA staff.

## **Job Activities**

### **Major Task 1: Visitors, Staff and Students**

1. To provide a welcoming and professional first impression to visitors, students, and staff and deal with their enquiries in a helpful manner.
2. Welcome visitors to LIPA and assist them in locating other staff or areas of the building.
3. Maintain an accurate signing-in book and issue security badges for all visitors.
4. Give information to customers either verbally or paper based.
5. Assist with the distribution of car parking permits.
6. Assists with maintaining front door security and reporting any suspicious activity.

### **Major Task 2: Switchboard and Communication Systems**

1. Handling telephone, email, and face-to-face enquiries in a courteous and efficient, manner.
2. Keep abreast of developments within LIPA to ensure accurate information is always provided.
3. Ensure that letters, emails, and telephone messages are forwarded to staff and students by the most efficient method.
4. Operate internal LIPA communication systems.
5. Action start, and end of day procedures to ensure answering machine service for out of hours information is directed appropriately and switched to answer machine at close of business each day.

### **Major Task 3: Postal System**

1. Processing incoming post and deliveries and handling outgoing post (via franking machine, special delivery, or courier service etc).
2. Liaising with Royal Mail to ensure continuity of mail service.

### **Major Task 4: General Reception Duties**

1. Update and issue the internal phone list as required.
2. Maintain continuity by documenting and communicating actions, irregularities, and continuing needs.

3. Maintain employee and departmental directories.
4. Ensure the reception and foyer area is kept tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures).

#### **Major Task 5: Other Duties**

1. Work flexibly including contributing to work projects of a general nature and providing cover for other staff.
2. Participate in staff appraisals and training programmes as required.
3. Carry out duties at all times with due regard to Data Protection/confidentiality, Equal Opportunities, Health and Safety and other policies as agreed and revised from time to time.

#### **Notes:**

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

#### **Location:**

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within their competence, such jobs being in their present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

#### **Hours:**

5 days per week, Monday – Friday, Term-time (32 weeks).

8:30am – 1:30pm (AM shift)

1:00pm– 6:00pm (PM shift)

## Person Specification – Receptionist

		To be identified by:
<b>Education and Qualifications:</b>		
Possess GCSEs in five subjects including English, Grade 4 or above.	Essential	Application Form/ Qualification Certificates
ICT literacy and/or Customer Service.	Desirable	Application Form/ Qualification Certificates
<b>Experience / Knowledge:</b>		
Knowledge and experience of using Microsoft Office, especially Outlook, Teams, and Excel.	Essential	Application Form
Experience of operating basic office equipment including photocopier.	Essential	Application form
Experience as a Receptionist and excellent customer service skills.	Desirable	Application form
<b>Skills and Ability:</b>		
Ability to communicate clearly and effectively both verbally and in writing.	Essential	Application form / Interview / Task
Ability to create a good first impression, be welcoming and helpful.	Essential	Application form / interview
Ability to interact positively with a wide range of people in a busy and demanding environment.	Essential	Application form / interview
Organised and methodical approach to work, ensuring accuracy and consistency.	Essential	Application form / Interview

Good standard of numeracy.	Desirable	Application form / Interview / task
Mature and flexible approach to work.	Essential	Application form / Interview
Ability to work am/pm hours should they need to be covered.	Desirable	Application form / interview
<b>Commitment:</b>		
To LIPA's Equality and Diversity policies and practice.	Essential	Interview
Enthusiasm and flexibility in their role with a 'can do' attitude.	Essential	Interview
Enthusiastic about improving the student experience.	Essential	Interview
Committed to enhancing the profile of Equality, Diversity, and Inclusion.	Essential	Interview