



IPSWICH SCHOOL

APPOINTMENT OF RECEPTIONIST (SENIOR SCHOOL)

Part time, permanent, required as soon as possible

POST - RECEPTIONIST

Founded during the fourteenth century, Ipswich School is one of the foremost independent schools in East Anglia. We have circa 1,000 pupils aged between 3 months and 19 years and we are co-educational throughout. The most recent Inspection of the Senior School (September 2022) rated us as excellent in all categories, a judgement of which we are very proud. The School operates a 5 day week.

THE POST

This is a part-time position based at the Senior School on Henley Road. The School's main Reception Office opens from 8:15am to 5:00pm during term time, and between 8:30am and 1:00pm each morning during the School's holiday periods. The Senior School Receptionist will work collaboratively with colleagues to ensure the Reception area is fully staffed at all times.

We are looking for someone who will provide a warm and professional welcome to our prospective and existing parents and visitors to the School, both face to face and on the telephone. To excel in this role, you will also need to be a good communicator with excellent organisational skills, and the ability to work flexibly when required.

You may from time to time be required to work in other locations around the School (for example School Office, the other main Reception area for the Senior School), and you may be asked to undertake other administrative duties during quieter spells on Reception, to assist colleagues as required.

MAIN DUTIES AND RESPONSIBILITIES

Senior School Receptionist

The following gives you a flavour of the tasks and duties associated with this important customer-facing role in the School, you will:

- Welcome visitors to the School in a warm and professional manner
- Take primary responsibility for answering incoming telephone calls, ensuring a friendly and efficient service is provided
- Take messages and/or deal with enquiries from visitors and callers and distribute messages promptly and efficiently to colleagues
- Manage the School's electronic visitor sign-in system, ensuring all visitors and contractors are signed in, issued appropriate identification badges, and signed out upon departure, in line with safeguarding policy.
- Maintain the confidentiality and security of sensitive pupil and staff information, adhering strictly to GDPR regulations and the School's Child Protection and Safeguarding Children Policy

- Check incoming email to the Enquiries in-box and respond accordingly, or distribute messages to colleagues in a timely manner
- Liaise with our Estates team (via radio) in relation to contractors visiting the school site
- Deal with daily post, sorting, distributing and franking mail and arranging courier collections. Liaise with the Post Office, Parcel Force and DHL as required
- Assist with the issue of information to parents via the School's electronic postal system (IS Post) as requested
- Co-ordinate and manage the booking schedule for visitor parking
- Provide general administrative support.

This list is not exhaustive and duties may be changed or added to as determined from time to time.

RESPONSIBLE TO

You will be responsible on a day to day basis to the Reception Team Leader.

PERSON SPECIFICATION

You will be an experienced Receptionist, and/or have at least two years' experience in a similar, customer facing role. You will be able to interact easily with parents, visitors, teaching and support staff and demonstrate the following:

- Excellent telephone manner and well developed communication skills, with the ability to provide high levels of customer service and promote the School positively to prospective parents and visitors
- Very competent user of ICT with good, accurate, keyboard skills and a good understanding of databases and basic software packages, such as *Google*.
- Very good literacy and numeracy skills
- Excellent attention to detail
- Ability to prioritise work and have a proactive approach to ensure deadlines are met during busy spells
- Ability to work effectively as part of a small team, however, please note the ebb and flow of the School year will bring both busy and quiet spells, and you should also be suited to lone working (particularly during the holiday periods) when footfall through the Reception area is inevitably lighter
- Be a good communicator with excellent organisational skills, and the ability to work flexibly when required.

HOURS OF WORK

The normal hours of your work will be:

- 20.25 hours per week, Monday to Friday during Ipswich School term time (35 weeks per annum) at days and times to be agreed.
- During Ipswich School holiday periods, our main Reception Office is open each morning, and you will be required to work for a further 22 mornings during this time from 8.30 am – 1:00 pm. Dates will be agreed in advance each year.

You may also be required to work some Saturday mornings, for example for the School Open Morning, which will be paid as overtime.

Please note you are always expected to work your normal hours on the two days prior to the start of the Michaelmas (Autumn) term each year, and on the INSET day (currently in February each year). These days are staff INSET days for training and development activities and they are included in the

definition of Ipswich School term time.

SALARY AND BENEFITS

- The salary for this post, for the hours described above, is £11,204 per annum which includes paid holiday per annum in accordance with the Working Time Regulations. Salaries are paid monthly in arrears by BACS on the last working day of each month and are reviewed annually.
- Holidays may only be taken during Ipswich School holiday periods, and at times to be agreed outside of the requirements above
- Free lunch is provided in the School Dining Hall during term time when the kitchen is in operation.
- Staff are able to use the School's swimming pool and fitness gym free of charge (in compliance with appropriate rules and regulations).
- Support staff with 3+ years' contracted service are eligible for fee remission based on their contracted working hours.
- After 3 months' service and/or in line with workplace pension legislation, you will be entitled to join a defined contribution pension scheme and will receive 3x death in service life cover.
- You will have access to Smarthealth, the School's wellbeing app for staff which offers 24/7 GP access and mental health support. We also offer a Cycle to Work Scheme

CLOSING DATE AND INTERVIEW ARRANGEMENTS

We would encourage you to download an application form and a full job description for this role from our website: www.ipswich.school/vacancies or contact the HR team on 01473 408300 or hr@ipswich.school

Please advise us of any special requirements you may have if you are called for an interview. If your special requirements mean that you need to submit this application in a different format please contact us.

Completed application forms should be returned **by noon on Wednesday 5 November 2025** to: the Director of Human Resources, Ipswich School, 25 Henley Road, Ipswich, IPI 3SG or email hr@ipswich.school.

Candidates shortlisted for interview will be advised after the closing date and interviews will likely be held in the weeks commencing 10 or 17 November. If we have not been in touch with you by the end of November then we regret that your application will have been unsuccessful, but we would like to thank you for your interest.

PLEASE NOTE

- Ipswich School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service. Having a criminal record will not necessarily be a bar to obtaining the position. The Ipswich School policy on the recruitment of ex offenders and the Code of Practice relating to the Disclosure and Barring Service are available on request.
- Ipswich School's employees are responsible for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with. The post holder must adhere to and ensure compliance with the School's Child Protection and Safeguarding Children Policy at all times. If, in the course of carrying out their duties, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in

the School their must report any concerns to the School's Designated Safeguarding Lead (the Deputy Head Pastoral for Senior School pupils, the Prep Head for Prep pupils and the Nursery Manager for The Lodge Day Nursery).

- Ipswich School's employees are expected to attend training in safeguarding children as directed.
- Applicants are advised that in the interests of the health and safety of all its pupils and employees, Ipswich School operates a No Smoking Policy and employees are expected to comply with the statutory restriction on smoking in public places.

October 2025