

JOB DESCRIPTION

Job Title:	Reception and Administrative Support Officer
Reporting to:	Head of Facilities
Contract:	Permanent, full time 08.00am-04:00pm
Last updated:	August 2026

We are a world leading London-based film school and registered charity, dedicated to developing the next generation of filmmakers and screen industry professionals. Through industry-focused training we support creative talent and widen access to careers in film and television.

The Reception and Administrative Support Officer is the first point of contact for all general enquiries to the School, whether face-to-face in the busy reception or via phone/email. The post-holder also offers administrative support for facilities management and to the Finance and Student Registry Departments.

Main Responsibilities:

- Receive and greeting all visitors professionally, answering general questions where possible and referring specific enquiries to other staff where appropriate;
- Operation of the school multiline switchboard and liaison with the students and staff;
- Responsible for ensuring all visitors are signed in to and out of the School;
- To act as a secondary key holder to the Facilities Manager;
- Undertake role as a Fire Marshall during evacuations, and perform evacuation duties;
- Ensure that the reception areas are always kept tidy and of a professional appearance;
- Manage collection for couriers and ensure that post is dealt with each day, including post received into the school, and post going out, and that all tracked items are accounted for;
- Book couriers and passenger cars;
- Provide administrative support to the Student Registry department, including producing letters and keeping appropriate enrolment records for students;
- Monitor the main LFS inbox and direct emails to the relevant person or department;
- Collate information and keeping up to date reports and other documents as required;
- Procurement for school purchases such as refreshment consumables, ensuring best price and value for money at all times.

General responsibilities applicable to all LFS staff

- Understand and support the vision, mission and values of LFS;
- Ensure Diversity and Inclusion is at the forefront of your thinking when undertaking your responsibilities at LFS.
- Maintain awareness of your own and others' Health and Safety, and comply with the LFS's Health and Safety policy;
- Take appropriate responsibility for records held, created or used as part of your work for the LFS (paper-based and electronic) as per the relevant data protection regulations;
- Encourage team working and effective communication with colleagues;
- Act as a representative of the LFS and deal with LFS students, stakeholders and the public in a professional manner at all times;
- Comply with LFS financial policies and practices as applicable;
- Commit to and undertake continuous personal and professional development;

- Undertake other duties as may be reasonably requested of your post.

PERSON SPECIFICATION

Skills, experience and knowledge

- Experience working in a similar customer-facing reception post
- Ability to work with the students and as part of a team
- Proven administrative skills, and experienced using databases in line with data protection regulations
- Well organised, analytical and confident managing variable workloads
- Able to present and communicate information, verbally and in writing, in a clear and concise manner, with excellent attention to detail
- Excellent interpersonal skills with proven ability to work collaboratively
- Able to use common sense, initiative, pragmatic solutions and seek improvements
- Able to multi-task, identify priorities and work in a fast-paced environment
- Working knowledge of Microsoft Office/365, and willingness to learn/use new systems.
- Experience of working for a not-for-profit/higher education organisation
- Experience working in arts/film/TV environment

Qualifications

- Educated to A level standard (or equivalent qualifications) which sufficiently demonstrate the numeric and written skills required.
- Personal attributes
- Willingness to work flexibly, including occasional evening work
- Positive “can do” approach and willingness to support others where needed
- Ability to communicate in a professional manner, with tact and diplomacy at all times
- Flexible and helpful attitude
- Comfortable working as part of a small team with minimal supervision

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.

How to apply

If you would like to make an application for this role, please send your CV, supporting statement outlining how your skills, knowledge and experience meet the requirements of the role, plus the [completed equalities form](#) to [Reception & Administrative Support Officer](#) by **9am on 21st August 2026**.

A formal offer will be made to the successful applicant, subject to satisfactory references and evidence of your eligibility to work in the UK.

Expectations of all staff



Our people are at the heart of what we do at London Film School. Our organisational values define what LFS stands for and what we believe in. They guide our purpose and direction and set the tone for a positive workplace culture.

Our six values are:

- Innovation & Excellence
- Inclusivity & Respect
- Feedback & Collaboration
- Empathy, Accountability & Integrity
- Safe & Inclusive Spaces
- Kindness

Our commitment

LFS is an Equal Opportunities Employer. We are committed to diversity and inclusion and welcome applications from all individuals regardless of personal characteristic(s) or background. We are a member of the Government's Disability Confident scheme as a 'Disability Confident – Committed' employer.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect. The School is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Please refer to LFS Privacy Policies (<http://lfs.org.uk/privacy-policies>) for details of the personal data that LFS holds and processes about staff, contractors and job candidates.

Benefits

Annual Leave	In addition to the statutory bank holidays, all full-time employees are entitled to 30 working days per annual leave year (01 September to 31 August). This entitlement is pro-rated for part-time staff.
Pension	Subject to the rules for auto-enrolment, after 3 months' employment you will be auto-enrolled into the People's Pension Scheme.
Staff Development	LFS has an appraisal scheme in place that aims to provide a focussed, evaluative review of employee performance against agreed objectives. The appraisal process is used as an opportunity for individuals to discuss training and development needs with their line manager. We also operate a Professional Development Leave (PDL) scheme, whereby staff can request leave to pursue learning & development activities linked with their work, to enhance their professional skills.

Cycle to work scheme & City Bike Hire	If you like to cycle to work, you are in luck. We operate the Cycle to Work salary sacrifice scheme which makes it easier to afford your new set of wheels. You can also obtain a discount on membership of City Bike Hire schemes.
Your Wellbeing	We provide free access to our Employee Assistance Programme, which will give you access to confidential counselling, advice and online support, designed to help maintain your work/ life balance. This includes advice on mental wellbeing, lifestyle, family support and money issues.
Staff Loans	Upon completion of the applicable probation period staff are eligible for an interest free financial loan, or to purchase a season ticket.
Family friendly leave	To support families and working parents, we have a suite of family-friendly policies offering enhanced rates of pay during maternity, co-parental/paternity, adoption and shared parental leave, in addition to paid time off for staff undergoing fertility treatment and staff supporting a partner undergoing fertility treatment. The School also adheres to statutory entitlements to unpaid parental, carer's & dependents leave.
Discounted gym membership	You can register to be an Associate Member of the London School of Economics Students' Union with your LFS email address, giving you discounted access to the gym, cafes and social spaces, on the same basis as LSE staff and students (nominal charges apply where applicable).
Discounted gift cards	You can purchase gift cards at a discount of up to 15%, enabling you to save money on a wide range of goods and services, from clothing and DIY to restaurants, travel agents and theatre tickets.