JOB DESCRIPTION

Title: RECEPTIONIST – London Office (Onsite role)

A. Role:

This front-facing, onsite role supports the smooth running of our London Office, as well as our law firm. As the first point of contact for clients, visitors and callers, you will play an important part in creating a welcoming, professional and efficient environment. The reception role is an important business support position, also consisting of administration, and facilities and operations support to maintain the environment and processes needed for our legal teams to deliver outstanding service to our clients.

B. Duties and Responsibilities:

Together with our Practice Manager and Admin Assistants, you will ensure the smooth running of the office. You are responsible for managing reception and assisting with the day-to-day operation of the office. This list is not exhaustive, but some of your duties will include:

<u>Reception and Administrative Support:</u>

- Acting as the first point of contact for callers, visitors, clients, contractors and delivery personnel.
- Answering incoming phone calls, directing calls appropriately, taking accurate messages and returning calls where required.
- Assisting with diary coordination, room bookings and visitor arrangements.
- Receiving visitors to the office, attending to their requirements while they wait and liaising with staff regarding arrivals.
- Maintaining office security by following visitor procedures and controlling access to the office.
- Using the firm's case management system to look up and input client details on the database;
- Opening, scanning, uploading and distributing incoming post.
- Arranging couriers, taxis and other bookings as required.
- Using the firm's internal communication systems to send and receive messages.
- Assisting with archiving and record management processes.

<u>Office Management:</u>

- Assisting the Practice Manager with office administration including maintaining the office suite and managing aspects of Health & Safety within the office.
- Attending training as needed to support the office, including first aid training and health and safety training.
- Keeping the reception area, meeting rooms, kitchen and other communal areas tidy and well stocked.
- Making sure that the printers are supplied with paper and ordering supplies for the office as required.
- Setting up meeting rooms for appointments, including setting up Teams meetings.
- Maintaining the content and organisation of our website and our social media channels.
- Supporting arrangements for our external training days and social events.

General:

- Attending meetings and training sessions as required.
- Assisting the practice manager with projects and tasks.
- Proactively working to improve the office operation under the supervision of the practice manager.
- Working collaboratively with the admin assistants, partners, and legal team to ensure the office runs smoothly and efficiently.
- Compliance with the firm's policies, specifically the Dignity at Work and Diversity, Equity and Inclusion policies.
- Handling confidential and sensitive information appropriately.
- Assisting with ensuring the firm's compliance with relevant regulatory and quality standards where appropriate.
- Complying with agreed office procedures as described in the Office Manual;
- Dealing appropriately with the money of the firm, its clients and the Legal Aid Fund.

C. Standard of Performance:

- Live our values of Respect, Fairness and Openness, Integrity and Honesty, and promoting equal opportunity and empowering each other.
- Learn the firm's procedures and perform them competently and reliably.
- Deal with all callers, clients, visitors and colleagues politely, tactfully and efficiently.
- Always present a professional and welcoming image of the firm.
- Pass messages on promptly and consult with the Practice Manager or a partner if an urgent matter is not going to be addressed promptly.
- Maintain confidentiality and exercise discretion in all aspects of your work.
- Develop competence in using the firm's case management system and associated software, including Microsoft Office.
- Assist with administrative and operational tasks to ensure the office runs smoothly and a high standard of service is provided to clients and all with whom the firm has contact.

D. To whom responsible:

You are responsible to the Practice Manager and act under the direction of the Partners.

E. Outline Terms and Conditions of Employment:

Hours of work: 9.30 am to 2.30 pm, Monday – Friday (with a 30min unpaid break). We will consider a full-time role for the right candidate.