

Role profile for Receptionist & Operations Assistant

Job Title: Receptionist & Operations Assistant

Department: Business Support

Reports to: Operations Director

Job overview

## The purpose of this role is to provide and facilitate an exemplary support service to our internal users and external clients (clients and professional contacts) to enable the firm to achieve its business objectives (as detailed in the business plan).

There are 2 elements to this role – **core** and **specialist**.

Core tasks are those tasks that are essential to the immediate day to the day running of the firm. Each Business Support team member has these core responsibilities as part of their role.

Specialist responsibilities are those where someone may take the lead or specialise in a task that is not time critical i.e. it can wait a few days to be done.

For the avoidance of doubt some responsibilities can be core *and* specialist. This is because cover may need to be provided if a specialist in reception for example is on holiday.

**Core Tasks and Responsibilities**

* Building maintenance point of contact
* 1st response to troubleshooting and day-to-day problem solving for SOS (Case Management system) and IT issues in conjunction with Operations Director and / or IT support providers
* 1st response to troubleshooting and day-to-day problem solving for facilities (phones, photocopiers etc.) in conjunction with Operations Director
* Reception
* Assist in ensuring Health and Safety procedures are maintained through out the office.
* Providing admin support for internal teams if cover is required.
* Open the post in the morning, sectioning and stamping the post accordingly. Sorting the post in the afternoon for the royal mail collection.
* Taking the cheques to the Bank on a daily basis.
* Open up Reception and meeting rooms before Reception cover first thing in the morning.

**Reception Specialism**

* Meet & greet our clients and professional contacts at reception
* Copy and Verify Client Identification Documents
* Ensure the reception area looks professional and promotes quality at all times
* Offer and make every client and/or professional contact a drink on arrival into reception
* Ensure all phone calls are answered professionally and within 3 rings
* Take messages and ensure they are immediately passed on or emailed to the appropriate person
* Notify appropriate people when another member of staffis not in the office and ensure an out of office is on their email account and phone calls are diverted to another member of the team
* Liaising with external telephone answering support service
* Conscious of GDPR regulations and not leaving client information out on the Reception desk or discussing client information loudly when on the phone / in person
* Manage room bookings and car parking
* Taxi and travel bookings when required
* Assist clients and fee earners with deeds/will enquiries both by phone and email
* Coordinate and publish daily sign in communication sheets
* Any other ad hoc duties that may arise within the business support department.
* Supporting other teams when required

**Archiving Specialism**

* Archive closed file according to the system on SOS
* Retrieve archived files from storage
* Give access to scanned archive files at cabinet office
* Physically prepare files for scanning and monitor
* Annual Destruction program
* Maintain Wills and Deeds records and actual on site
* Assist Operations Director in the preparation of information when new contracts are up for tender

**Other**

**General office:**

* General waste
* Confidential waste
* Source providers and undertake cost analyst with Operations Director for budgets and service purposes where applicable.
* Cleaners - day to day contact.

Ensuring the smooth running of the office and assisting the Operations Director with projects as and when they arise.

**Person Specification**

**Essential requirements**

• Presentable at all times with a polite and warm manner

• Calm, discreet and professional

• Ability to adapt to different clients and being sensitive to their situations

• Fantastic telephone manner

• Comfortable with telephone systems and other IT systems

• Fantastic time management and keeping to deadlines

• Attention to detail

• Willingness to work as part of a team

• Highly organised with strong administrative skills

• Driving License and own transport

• Strong interpersonal and rapport building skills

• Good IT skills and an aptitude to learn new technologies

• A positive, helpful and client focused attitude

**Preferred requirements**

• Previous experience as a Receptionist

• Willingness to work in different offices