



## Role Profile

<b>ROLE:</b>	Central Operations Assistant
<b>DEPARTMENT:</b>	Operations
<b>REPORTS TO:</b>	Operations Manager
<b>LOCATION:</b>	Wells Office, BA5 1FD

## Overview

The Central Operations Assistant position involves a broad range of administrative, logistical and organisational tasks that contribute to the efficiency and productivity of the company, based on the needs of our clients.

The role is key in ensuring the smooth and efficient running of company operations in a fast-paced and dynamic working environment.

Working closely with the legal teams and the wider operations team, this role

While much of the focus for you will be on supporting a legal team, the role is also central to providing seamless support to the wider operations teams across multiple offices, therefore requiring a high level of flexibility, organisation and attention to detail.

## Purpose of the Role:

- To provide exceptional support to clients and legal professionals
- To put client experience at the heart of everything
- Actively contribute to the continuous improvement and development of the department and wider company, in line with the business and departmental plans
- Champion and embody company core values.

## Responsibilities:

### Administrative Support:

- Provide support to legal teams, managing invoicing, client matter management, diaries and all file processes
- Handle client telephone calls, letters, dictation, scanning/ printing and filing
- Day-to-day problem solving of IT issues and the Case Management Systems
- Day-to-day problem solving for office facilities (phones, photocopiers etc.)
- Provide support to the New Enquiries team with data entry, file opening, document creation and capturing essential data for marketing permissions

- Provide support other operations team members, as required
- Participate in file management, audits and internal compliance processes
- 'Front-of-house' and Reception cover
- Support to onboarding and new starter inductions Assist the Operations Manager in ensuring Health and Safety procedures are maintained.

**Other Responsibilities:**

- Work within confidentiality and GDPR compliance regulations  
Champion and embody the firm's core values
- Undertake any additional duties commensurate with the role, as guided by the Operations Manager.

**Person Specification:**

- Experience of working within a client and/or customer focused team
- Proven administrative and/or secretarial experience, including use of IT systems (Outlook, Word, Excel)
- Understanding the importance of client experience within the service industry
- Flexibility to cover tasks outside of your usual remit to ensure seamless operations. Ability to coordinate multiple tasks and meet deadlines, while delivering excellent client service
- High accuracy and attention to detail under pressure and at pace
- Work independently and collaboratively with multiple teams and departments
- Strong oral and written communications skills
- Courteous, professional and committed