



Role Profile

ROLE:	Central Operations Assistant
DEPARTMENT:	Operations
REPORTS TO:	Operations Manager
LOCATION:	Sherborne office, DT9 3DP

Overview:

Join us as a Central Operations Assistant and play a vital role in keeping our business running at its best. You'll take on a variety of front-of-house, administrative, logistical, and organisational tasks, working closely with the wider operations and legal teams across multiple offices.

Purpose:

Your work will keep our operations running smoothly and ensure our legal teams have the support they need to deliver exceptional client service. This is a great opportunity to make a real impact in a fast-paced, collaborative environment.

Responsibilities:

Administrative Support

- Act as the first response to day-to-day IT, facilities and office support.
- First response to day-to-day problem solving for office facilities (phones, photocopiers etc.)
- Support onboarding and new starter inductions
- Provide front-of-house and reception cover, when required
- Assist legal teams with invoicing, client matters, diaries and all file management
- Support the New Enquiries team with data entry, file opening, and capturing marketing permissions
- Provide support to other operations team members, as required
- Handle client telephone calls, correspondence, dictation, scanning, printing and filing
- Contribute to audits, compliance checks and overall operational processes

Facilities and Building Management:

- Liaison with IT support, suppliers and contractors
- Act as a point of contact for building maintenance issues
- Support preparation and setup of internal events and conferences
- Support Health and Safety procedures alongside the Operations Manager

Other Responsibilities:

- Work in line with confidentiality and GDPR requirements
- Undertake additional duties, as guided by the Operations Manager
- Champion the firm's core values in your work

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
- Organised and detail oriented
- Proactive and able to prioritise
- Flexible team player
- Friendly and approachable
- Able to communicate confidently