



Role Profile

ROLE:	Receptionist and Central Operations Assistant
DEPARTMENT:	Operations
REPORTS TO:	Operations Manager
LOCATION:	Bath Office, BA2 3BH

Overview:

Join us as a Receptionist and 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.

While much of the focus will be on front-of-house and client experience, the role is also central to providing support to the legal and operations teams across multiple offices.

Purpose of the Role:

To combine specialist responsibilities of a receptionist and core responsibilities of a central operations assistant, 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.

Specialist Responsibilities:

Reception and Client Experience:

- Ensuring reception readiness for the day
- Welcome client and visitors warmly and professionally
- Answer and direct incoming calls promptly, taking accurate messages and relaying in a timely manner
- Manage meeting room bookings and staff and client car parking requests
- Liaise with external telephone answering service
- Copy and verify client identification documents in line with procedures and compliance

Administrative and Office Support:

- Notify colleagues of staff absence and arrange email/ telephone redirection
- Book travel (taxis, trains etc), when required
- Carry out onboarding actions for new starters

Facilities and Building Management:

- Act as the point of contact for building maintenance issues
- Support preparation and setup for internal events and conference

Compliance and Health and Safety:

- Assist the Operations Manager with Health and safety procedures across the office
- Maintain professional competencies and keep records of professional development
- Organise new or refresher fire marshal and first aid training for staff

Core Responsibilities:

- Assist with day-to-day troubleshooting of facilities, office and IT issues and
- Assist with the administrative ad hoc tasks support the smooth running of office operations Undertake any additional duties commensurate with the role, as guided by the Operations Manager
- Work within confidentiality and GDPR compliance regulations
- Champion and embody the firm's core values.

Person Specification:

- Experience in a reception or front-of-house role or within a client and/or customer focused team
- Proven administrative experience, including use of IT systems (Word, Excel, Outlook)
- Courteous, professional and committed
- Confident and comfortable in communicating
- Team player
- Ability to coordinate multiple tasks and meet deadlines
- Flexible and highly organised
- Attention to detail at pace
- Build positive relationships with clients and colleagues