Role Profile

ROLE:	Operations Assistant
DEPARTMENT:	Operations
REPORTS TO:	Operations Director
LOCATION:	Bath

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 with file closure and archiving
- Assist legal teams with invoicing, client matters, diaries and all file management as required
- 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 Lead

Other Responsibilities:

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

Specification:

Criteria	Essential	Desirable	Assessment method
Person	Friendly approachable Able to communicate confidently		
Qualifications		Level 2 qualification (or equivalent) including Maths and English	Qualification Certificates
Experience	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)	Previous experience in a law firm or professional services environment	Application Interview
Knowledge	Familiarity with some administrative systems Understanding of the importance of client experience within the service industry	Knowledge of legal terminology or processes	Application Interview
Skills	Organised and detail orientated Proactive with strong communication skills Ablet to prioritise Flexible team player IT skills commensurate with the role (Outlook, Office, Teams)	Ability to adapt to new technology quickly Previous experience handling sensitive information Previous experience problem solving and decision-making Ability to identify process improvements	Application Interview