

JOB DESCRIPTION

Title: RECEPTIONIST
CASUAL HOURS

A. Role:

Be the first point of contact for our clients and contractors and perform a variety of administrative and clerical tasks.

B. Duties and Responsibilities:

Together with our Practice Manager and Admin Assistants, you will ensure the smooth running of the office. Your duties will include:

- answering phone calls, transferring calls, taking telephone messages, returning calls, completing new case enquiry forms with callers.
- receiving visitors, admitting them to the office, and liaising with fee-earners about them.
- opening incoming post, scanning post, and arranging outgoing post when needed.
- maintaining office security by following safety procedures and controlling access to the office.
- arranging couriers and taxis as required.
- using the firm's internal email system to send and receive messages.
- using the firm's case management system (SOS Connect) to look up and input client details on the database.
- running messages and delivering/collecting documents.
- keeping the kitchen, office, and meeting rooms tidy, fully stocked and updated.
- making sure that the printers are supplied with paper:
- ordering stationery and other office supplies.
- assisting with the archiving process.
- assisting the Practice Manager with projects and tasks.
- proactively trying to improve the office operation under the supervision of the Practice Manager.
- complying with agreed office procedures as described in the Office Manual.
- working with the partners and support staff to ensure that the office is run smoothly and efficiently, covering the work of others where required.
- attending staff meetings.
- dealing appropriately with the money of the firm, its clients and the Legal Aid Fund.
- complying with the firm's equal opportunities policy.

C. Standard of Performance:

- you are expected to learn the firm's procedures and perform them competently and reliably.
- you are expected to deal with all callers in person and by phone politely, tactfully and efficiently.
- you are expected to pass messages on promptly and to consult with one or other of the partners if an urgent message is not going to be acted upon.
- you are expected to assist with the administrative tasks of the firm so as to ensure that the firm runs smoothly and that a service of a high standard is provided to clients and all with whom the firm has contact.

D. To whom responsible:

You are responsible to the Staff Partner, Polly Glynn under the supervision of the Practice Manager.

E. Outline Terms and Conditions of Employment:

Hours of work: Flexible, as needed, mostly during term time. With no pressure to offer or accept sessions. However the reception hours are 09:30-14:00 Monday to Thursday (30mins lunch) and 09:30-17:30 on Fridays (1hr lunch).