Receptionist / Administrative Assistant
JOB DESCRIPTION

Smith Partnership is a leading law firm in the Midlands. A forward thinking and progressive firm employing around 200 staff throughout 5 offices.

Job Title:	Receptionist / Administrative Assistant
Department:	Administration
Hours:	Full time – 35 hours a week
Location:	Swadlincote
Reporting to:	Accounts Office Assistant

Main Purpose:

- Acting as the initial contact for all visitors, keeping reception area and interview rooms neat and tidy at all times.
- To provide typing cover and other related services to relevant fee earner/department when required.

Job Content – Main Duties, Tasks, and Responsibilities:

Client & Visitor Reception

- Greet all clients and visitors in a warm, courteous and professional manner, directing them to the correct waiting area and notifying the relevant solicitor/fee earner of their arrival.
- Log visitors in and out via the Visitor's Book, offer refreshments, and see to their wellbeing while on the premises, including escorting them to the fire assembly point if the alarm sounds.
- Take and certify client ID where required ahead of appointments (e.g. Private Client matters) and notify the relevant team (e.g. Conveyancing) when their clients arrive.
- Keep interview and meeting rooms tidy and presentable, clearing cups and water bottles promptly.

Telephone & Switchboard

- Answer and manage all internal and external calls via the switchboard, transferring or directing them efficiently to the correct department, solicitor, fee earner or colleague.
- Take and relay messages promptly and accurately when the relevant fee earner is unavailable.
- Handle general enquiries from clients and the public by phone, in person or by email, referring them to the appropriate person, department or business area.

Post & Document Handling

- Sort, open, date-stamp and distribute incoming post promptly; scan post onto the relevant client matter and forward on to other offices where needed.

- Use ALB to identify and route post with no reference, and monitor inbound faxes, saving to the relevant matter and forwarding to the appropriate fee earner.
- Scan, photocopy and file documents brought in by clients or generated internally; assist with audio and copy typing.
- Prepare and process outgoing post (including debt recovery mailings), topping up the franking machine and ordering supplies as needed.

Payments & Financial Administration

- Take card, cash and cheque payments from clients, recording them against the correct matter and promptly notifying the fee earner.
- Send original cheques to Accounts and, when closing files, liaise with the fee earner/Accounts on any monies left on the ledger.
- Assist with bills and invoices, and with occasional banking tasks (e.g. cashing cheques).

Diary, Appointments & Room Booking

- Maintain diaries, arrange client appointments and book interview/meeting rooms as required.
- Support visitors with accessibility needs (e.g. ramp access).

Filing, Archiving & Records

- Archive files and request deeds, wills and other documents from storage as needed.
- Maintain organised, up-to-date filing and general document management.

Office & Facilities Support

- Order and manage stationery and office supplies, keeping the stationery cupboard tidy and organised.
- Restock and maintain refreshments, coffee machines and fridges, keeping them clean and well-stocked; keep glassware and crockery clean and in order.
- Log building or premises issues with maintenance/the handyman as they arise.

General Administration

- Keep a day-to-day register of staff attendance.
- Undertake other ad hoc administrative duties as reasonably required.

GENERAL

- To promote the image of the firm at all times as a professional, effective and efficient provider of legal services.
- Ensure compliance with firm policies, regulatory requirements including SRA standards.
- To perform any task or duty under the reasonable direction of senior staff within the firm.

STAFF MANAGEMENT

- Responsibility to provide general advice and assistance to staff and mangers – including training and development needs.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the remit of this role.

This Job Description covers the current range of duties and will be reviewed from time to time. Smith Partnership reserve the right to change the Job Description if the business requires it.

Receptionist / Administrative Assistant - PERSON SPECIFICATION

Requirement	Essential	Desirable	How assessed
Education & Qualifications			
Educated to GCSE Grade C / Level 4 or above	**Y**		**A**
Computer skills / Typing qualification		**Y**	**A**
Commitment to ongoing professional development	**Y**		**A/I**
Experience			
Experience of working in a client / customer facing role	**Y**		**A/I**
Previous experience of working as Receptionist and/or Administrative Assistant	**Y**		**A/I**
Previous experience of managing switchboard/reception duties	**Y**		**A/I**
Previous experience of working as Receptionist and/or Administrative Assistant in a professional services setting		**Y**	**A/I**
Audio Typing		**Y**	**A/I**
Professional Knowledge and Skills			
Strong IT skills in MS office programmes and ability to adapt to new technologies	**Y**		**I**
Knowledge of client confidentiality	**Y**		**I**
Excellent verbal and written communication skills	**Y**		**A/I**
Excellent planning and organisation skills	**Y**		**I**
Personal Attributes			
Able to adapt to changing circumstances and new ideas	**Y**		**I**
Empathetic approach, with the ability to handle sensitive and sometimes emotionally charged situations.	**Y**		**I**
High level of attention to detail and organisational skills.	**Y**		**A/I**

Key:
A – Application
I - Interview

This job description may be amended at any time in consultation with the postholder.

Line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____