

Office Clerk

Department – Central Administration

Location – Ellis-Fermor and Negus, 35 Derby Road, Long Eaton, Nottingham, NG10 1LU

Hours – 35 hours per week – 9am – 5pm Monday to Friday inc 1 hour unpaid break

Salary - £20,820 (£11.44 ph for 21 years and over), £15,652 (£8.60 ph for 18 – 20 year olds)

JOB DESCRIPTION

Job Purpose

- To provide administrative and filing support to the Long Eaton office
- To provide reception cover in person and on the telephone
- To ensure high levels of customer care for clients
- To uphold our values of Honesty, Respect and Teamwork, and work in accordance with the Solicitors Regulation Authority (SRA) Principles and Code of Conduct
- To contribute to our mission of establishing lifelong relationships with all our clients by anticipating and responding to their needs for quality legal services

Main Duties

- 1 To undertake general administration tasks including
 - Filing and archiving confidential documents and files including sorting and organising manual files and boxes in the office and the storage space in our loft
 - Photocopying and scanning
 - Electronic file opening and closing
 - Updating computer records
 - Managing incoming and outgoing mail including going to the post office as required
 - Handling cash and financial transactions including taking card payments over the phone and in person
 - General errands such as assisting with stationery orders, fetching milk, buying items for the office etc
 - Typing letters, emails and documents
- 2 To provide cover on Reception including dealing with clients face to face and over the telephone, taking and passing on messages, transferring calls, preparing meetings rooms and ensuring the reception area is tidy, welcoming and professional at all times

General Duties

- 1 To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the level of the post.

- 2 To establish, maintain and enhance team-working with colleagues and staff of Ellis-Fermor and Negus
- 3 To keep confidential all information about individuals and the business of Ellis-Fermor and Negus and work within the guidelines of the GDPR.
- 4 To abide by our Equality and Diversity, Health and Safety, Anti Money Laundering Policies and all other relevant policies

ROLE SPECIFICATION

	CRITERIA
Skills and Abilities	Ability to lift, move, sort, carry and organise hard copy files and boxes in our office and in the storage space in our loft
	Ability to work as part of a team and on own initiative
	Excellent communication (written and verbal) skills
	Excellent IT skills
	Flexible yet organised approach to work
	Excellent numerical and financial skills and the ability to handle cash and financial transactions accurately
	Ability to work quickly with a high degree of accuracy and a good eye for detail
Experience	Administrative experience including filing, scanning and photocopying, dealing with the post, managing emails,
	Customer care experience both face to face and over the telephone
Other	Understanding of data protection and confidentiality
	Willingness to undertake further training as required
	Sympathetic to our ethos and heritage

Line Management Responsibilities – None

Line Manager – Office Manager

Senior Manager – Director / Head of Office