

PART TIME RECEPTIONIST

Department – Central Administration

Location – Ellis-Fermor and Negus, 5 Market Place, Ripley, Derbyshire, DE5 3BS

11.25 hours per week

Salary £7,673 per annum

JOB DESCRIPTION

Job Purpose

- To provide a professional reception and administration service for the Ripley office
- 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 provide a professional and efficient reception service for the Ripley office including:
 - Greeting visitors to the office in a client focussed and professional manner
 - Dealing with a high volume of incoming telephone calls and emails efficiently
 - Taking and passing on accurate messages
 - Ensuring the reception area is always welcoming and professional
2. To provide efficient administrative support for the Ripley office including:
 - Managing incoming and outgoing mail including going to the post office as required
 - Handling cash and credit card transactions
 - Maintaining accurate records, files and archives
 - Operating a range of computer packages including MS Office and the Practice Management System (PMS)
 - Photocopying, faxing and scanning documents
 - Preparing meeting rooms

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, Diversity and Inclusion, Health and Safety, Anti Money Laundering Policies and all other relevant policies

ROLE SPECIFICATION

	CRITERIA
Experience	Significant reception and customer care experience both face to face and over the telephone
	Demonstrable administration experience including managing incoming and outgoing mail, taking and passing on messages, filing, photocopying, faxing and scanning documents, maintaining records, etc
	Experience of cash handling and managing financial transactions
	Experience of working on a range of computer software packages
	Experience of handling confidential information appropriately
Skills and Abilities	Excellent customer care, communication and interpersonal skills
	Ability to deal effectively with a high volume of telephone calls and in-person visitors
	Ability to multitask and manage and organise own workload and prioritise accordingly
	Able to work quickly with a high degree of accuracy
	Excellent eye for detail
	Ability to handle interruptions professionally and maintain concentration
	Able to work effectively to deadlines
	Ability to work as part of a team and on own initiative
	Ability to understand and work effectively with a diverse customer base
Other	Good understanding of Anti Money Laundering responsibilities and GDPR requirements
	Satisfactory references and other pre-employment checks including credit check, identity check etc
	Sympathetic to our ethos and heritage

Line Management Responsibilities - None

Line Manager – Office Manager / Practice Manager