

## JOB DESCRIPTION

<b>Position:</b>	Receptionist
<b>Reporting to:</b>	Office Manager
<b>Role Expectations:</b>	<i>To support and assist the Office Manager in the delivery of a professional legal service to members, staff and professional clients.</i>

### 1. Front of House

Greet and welcome all visitors in a warm friendly manner, ensuring that there is continuity and consistency by leading by example with a can do polite, friendly attitude

Provide the following services, as well as ensuring that other staff are trained to cover the reception area. Duties include but not limited to:

- Welcoming visitors, announcing the arrival of the visitor(s) to the appropriate barrister, clerk or member of staff
- Ensuring that the reception area is clean and tidy, periodicals are up to date and relevant.
- Answering, screening and forwarding all calls while providing information as needed
- Booking lunches for conferences as needed by the type and needs of barrister
- Dealing with any contractors on site.
- Receiving and dealing with incoming courier packages as required and despatch when needed
- Car parking at site including booking and monitoring the use of the car parking spaces, ensuring that security are aware of all visitors and any change to arrangements. Keeping financial report for charge back.
- Oversee the contract taxi service, Monitor and log all bookings, keep accurate records of department and personal journeys. Cross check invoices with log.
- Oversee the contract courier services, Monitor and log all bookings, keep accurate records of all journeys and charge back person/ departments.
- Oversee the ordering of conference lunches without source suppliers. Ensuring accurate records are kept and maintained. Cross check invoices ready for charge back.
- Ordering refreshment supplies
- Managing the eight room conference suite including: allocation of conference rooms, overseeing the set out of rooms, taking into account all visitor needs and requirements for conferences/seminars.
- Arranging and managing video conferencing, MS Teams, Zoom or multi – user telephone conference calls using in- house equipment and clients directly. Overseeing the use of the interactive screen and providing assistance where required.

- Monitoring and manage clerks email inbox. Forwarding the emails to the necessary departments.
- Arranging accommodation as required for barristers when out of town
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## **2. HR support (attendance)**

- Responsible for the day to day electronic record keeping of staff attendance. Ensuring that any absences are recorded; supplying sickness forms and ensuring that they are completed and returned in a timely manner, raising any issues/concerns immediately to the Office Manager. Log holiday requests both electronically and on the diary. Ensure all forms are signed off by CEO, raise any concerns directly to the Office Manager

## **3. Mini-Pupillage and Pupillage**

Receipt and acknowledge applications for mini-pupillage. Monitor the applications; pass all applications to the pupillage committee in a timely manner. Be the first point of contact with the successful candidates prior and during the mini pupillage. Attempt to tailor each mini to the candidate wherever possible.

Provide assistance to the Office Manager with the application process of Pupillage candidates. Be the face of chambers during recruitment periods (two Saturdays a year)

## **4. Premises**

- Assist with
  - Fault Reporting- Report issues with building management contractor and maintain spreadsheet of outstanding issue and completed queries
  - Negotiations and or following up proposal for new contracts
  - Supervising chambers contractors when on site. Ensure all procedures are adhered to by all contractors while at St Johns
  - Monitor cleaning standards, raise issues with contractor managers, arranging schedules of cleaning when needed.

## **Other**

- Support and work alongside the other members of the admin team to ensure the delivery of professional legal services by Chambers at all times.
- Assisting with updating the Policy & Procedure Manual
- A member of the Business Continuity Team to support the Office Manager and CEO.
- Any other duties as reasonably requested by the Office Manager

## **Person Profile**

### *Essential*

- Commitment to a quality service to our members and all our clients, with a breadth of experience in client care and service.
- Able to work as part of a team; with a proactive, positive and flexible attitude; willing to collaborate with colleagues to achieve results; and assist others during busy periods.
- Well-presented and articulate with an excellent telephone manner and can do attitude, with excellent written and verbal communication.
- The ability to multi-task with strong organisational skills and attention to detail.
- Calm under pressure.
- A punctual, reliable, flexible self-motivated and diplomatic person, who will be a support to the whole team.
- A keen eye for detail.
- Aware of own impact on others, and the ability to maintain a diplomatic and tactful approach at all times.
- Good knowledge of MS Office is essential and Sage Line Accounts is desirable.

### *Desirable*

Familiarity and recognition of Bristol legal market place and Solicitors

November 2021