

Job description

Job Title:	Receptionist Legal Office Assistant
Reporting to:	Practice Manager
Based at:	Cardiff Office (9 Cathedral Road, Cardiff CF11 9HA)
Hours:	37.5 hours per week Monday – Friday, 9.00am – 5.30pm with 1 hour for lunch, but 4pm finish on Fridays provided your work is finished for the week.
Salary:	£28,000.00
Benefits:	25 days holiday per annum, plus statutory and bank holidays. Private medical insurance (option to add family members at own cost) 5% pension contribution Death in service cover Company sick pay of up to 4 weeks per year Ride to Work scheme Ability to apply to learn Welsh in working time or attend refresher courses Gym discounts scheme Recruitment bonus for successfully referring someone to join the team Progressive family leave policies
Purpose of Role:	This role is a combined reception and administration role with the aim of providing a positive and professional first point of contact to visitors and callers and providing efficient, timely administrative support to the firm. The role will also work closely with the Legal Office Assistant / Receptionist at the firm's Bangor office.
Key Tasks:	<p>As front of house / reception:</p> <ul style="list-style-type: none"> • Meeting and greeting visitors, ensuring a positive and professional Experience • Managing meeting rooms and communal areas in the front building, ensuring they are always fully stocked, clean and tidy and ready for meetings • Answering calls in a friendly and professional manner, passing on accurate messages in a timely manner • Managing the booking of visitor car parking spaces and the arrival and departure of visitors from the car park • Making teas and coffees / providing drinks to visitors <p>As Administrator:</p> <ul style="list-style-type: none"> • Responsibility for monitoring and dealing with requests sent to the Admin & Hello Inbox, including: <ul style="list-style-type: none"> ○ Opening and closing client files in accordance with our, procedures, including processing ID checks, updating relevant spreadsheets ○ Preparing bundles ○ Bulk copying ○ Retrieving archived files and deeds ○ Closing files and scanning to Laserfiche or basement archiving ○ Formatting documents including creation and amendment of PDFs ○ Responding to online enquiries

	<ul style="list-style-type: none"> • General administrative duties including typing, filing, copying, scanning, arranging couriers, making hand deliveries • Monitoring incoming faxes and distributing them in a timely manner • Managing incoming and outgoing post • Managing archived files and deeds, destroying them securely when appropriate • Organising meetings as required, including refreshments • Assisting in the organisation of marketing events • Acting as Fire Warden (full training will be provided) and conducting ad hoc fire alarm tests, reporting any issues to the facilities management company • Providing general administrative support to colleagues as required <ul style="list-style-type: none"> • General administrative duties including typing, filing, copying, scanning, arranging couriers, making hand deliveries, diary management • Sending documents via DocuSign, tracking responses and saving fully signed documents to the relevant matter • Liaising with clients when fee earners are not available, assisting where possible • Liaising with our IT providers to resolve internal IT queries, assisting with IT and printer troubleshooting • Supporting fee earners with ad hoc jobs e.g. tracing individuals • Translating documents to and from Welsh (if Welsh speaker)
<p>Technical Ability:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of working in a professional office environment in a customer facing role • Strong working knowledge of MS Word and Outlook <p>Desirable:</p> <ul style="list-style-type: none"> • Good working knowledge of Excel and PowerPoint • The ability to speak Welsh
<p>Person Specification:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Self-motivated and proactive – actively seeks out work • Keen eye for detail • Able to use own initiative • Highly organised • A completer-finisher • Excellent customer service skills • A flexible approach, willing to assist team members as required and happy to ‘muck in’ • Understands the commercial nature of the business, and therefore the need for professionalism