

JOB DESCRIPTION – RECEPTIONIST/ADMINISTRATION ASSISTANT

Location:

South Shields

Reports to:

Practice Manager

Role:

- Be the first point of contact for staff and clients visiting David Gray Solicitors South Shields.
- Assist in administration for the office and in the upkeep and maintenance of records on the case management system for the firm.
- To ensure the office is kept tidy and is welcoming for staff and clients.

Key Activities & Responsibilities:

Client Care & Administration

- To be present at the reception desk from 9a.m. to 5p.m. or to make proper provision for cover by another suitable person, and to maintain a record of such cover provided.
- To ensure that telephone callers are put in contact with the person they wish to speak to in a courteous manner and with minimum delay.
- If a caller cannot be connected immediately to take a message and pass on to the appropriate person.
- To greet people attending the office in a courteous and efficient manner and put them in touch with the person they have come to see with minimum delay or assist them with their query.
- To ensure that the reception and interview areas are kept tidy throughout the day.
- To ensure that the information dispensers in the reception area are kept well stocked with current and relevant leaflets.
- To ensure that all equipment relevant to the reception area and switchboard is kept in good working order, and to report any problems to either the Practice Manager or ICT Manager.
- To understand and be ready to implement the duties required of the receptionist in the event of a fire or other event requiring the evacuation of the building.
- To assist with administration including:
 - Incoming and outgoing post– collection, delivery, sorting and distribution.
 - Photocopying and scanning.
 - Filing.
 - Under the supervision of the Office Administrator destruction of archived files, deletion of expired documents and general maintenance of the case management system.

- Disposal of confidential papers.
- Service various departments when necessary.

Compliance

- To follow all policies and procedures contained within the Office Manual
- To act in accordance with the regulations of the Solicitors Regulation Authority, and all other relevant bodies

Teamwork

- Work as a team player with all staff
- To assist and work appropriately and considerately with all staff
- To attend and participate in any meetings of the department or the firm when required

Competence & Development

- Maintain a good knowledge and understanding of office equipment and IT systems with a proactive approach to the introduction of new systems

The duties and responsibilities in this job description are not exhaustive and are subject to change in accordance with the needs of the firm.