



Job Description

Job Title:	Apprentice – Administration				
Department:	Support Services	Reporting to:	Anthony Edwards	Line Manager:	Anthony Edwards
Job Summary:	Part of the front office team responsible for assisting in the opening of the incoming post and assisting with reception and switchboard. At the end of the day you are responsible for assisting in despatching the outgoing post. Within the office you are also responsible for photocopying at the request of Partners, Fee Earners and their Secretaries. The emphasis is to work as a team to ensure the efficient running of the office and in particular to ensure that the firm's clients are provided with a service of a high standard.				

About FJG

Support staff are highly regarded at Fisher Jones Greenwood LLP which is a young and expanding firm. We are not looking for people who are simply great within their chosen field, but individuals who can work on their own initiative, take responsibility for working well with colleagues, and get things done. Anyone working with us will have the opportunity to learn new skills alongside partners, our legal teams, our management team and all of our support staff. We will fully support and reward you for your talents in an environment that genuinely offers career paths.

Key Responsibilities / Duties

Main tasks:

1. First thing in the morning working as part of the front office department to ensure that all incoming post is opened and sorted as early as possible to be checked by a Partner and allocated to the appropriate Fee Earners.
2. Check / fill up all the big photocopiers with paper on a daily basis.
3. Photocopying papers and drawing up plans as requested by Partners, Fee Earners and their Secretaries. If you are unsure as to which work you should treat as a priority then speak to the Practice Manager, HR Manager or a Partner.
4. Monitoring regularly throughout the day incoming faxes and collecting any incoming faxes and taking them to the appropriate Fee Earner.
5. Checking regularly and frequently throughout the day various trays throughout the office and ensuring that papers are delivered to the appropriate Fee Earners and Cashier.
6. Monitoring stocks of papers, stationery, regularly used by front office team and reporting promptly to Reception when stocks are low to ensure that stocks can be reordered.
7. To carry out any errands to ensure the efficient running of the office.
8. At the end of the day, collating outgoing post.
9. Assisting the despatch of mail shots as part of practice marketing.
10. Dealing with rubbish and shredding.

11. You must ensure that the reception area is kept tidy.
12. Ensuring that the kitchen areas are kept clean and tidy.
13. Developing IT and typing skills.

Receptionist's Tasks:

The receptionist's duties are particularly important as you will be the first point of contact with the firm. Please read the tasks carefully as they are a detailed guide on how to carry out the job and should assist you. Please remember that your main responsibilities are to make callers feel welcome and to ensure that they are put in contact quickly with as little inconvenience as possible to the caller with the appropriate Fee Earner or Secretary. The main tasks are as follows:-

14. Answering incoming telephone calls as quickly as possible. You are to answer the 'phone with a greeting and the name of the firm. As you are the first point of contact, it is crucial that you are not rude or offhand but answer the 'phone in a friendly manner.
15. Establish from the caller, a name, a name of their company and to whom they wish to speak, who will normally be a Fee Earner.
16. Put the call through as quickly as possible to the appropriate Fee Earner but if the Fee Earner is unavailable, put the call through to the appropriate Secretary who will be able to take a message for the Fee Earner and may be able to deal with the enquiry.
17. Your main task is to allocate the call to the appropriate Fee Earner or Secretary. You should not try to deal with the enquiry yourself as it will delay dealing with other incoming calls.
18. You must record on any telephone log kept, details of the caller (also applies to calls taken in the Post Room).
19. Where the caller leaves a message with you, ensure that you take an immediate written message which must always include the name of the person the call is for, the date, time, the caller's name and 'phone number and brief details of the nature of the call. Always check with the caller the telephone number on which they can be contacted.
20. You must ensure that messages are given to the appropriate Fee Earner or Secretary straightaway.
21. If a caller is put on hold, ensure that the hold button is used and return to the caller on hold frequently to ensure that they do not feel forgotten.
22. Some callers will not know to whom they wish to speak. You should try to obtain from them, brief details of the nature of their call. Normally they will have a problem. You should try to obtain from them brief details of the nature of the problem, e.g. matrimonial, personal injury etc. As soon as the nature of the call is established, you should allocate the call to the appropriate Partner in that department or if a Partner is unavailable, the call should be allocated to that Partner's Secretary. Please see the attached flow-chart to show allocation of calls according to the nature of the problem. It is vital that new clients are referred as soon as possible to Partners to ensure that work is allocated properly.
23. Visitors to the firm should be made welcome and if they have an appointment, the appropriate Fee Earner or their Secretary should be notified straightaway and for this the availability of an interview room should be checked and the Fee Earner/Secretary notified. Some callers will not have appointments. As with telephone calls, you should record the visitors' name and nature of the visit and in case they need to be contacted, their address or telephone number. As with telephone callers, establish from them the nature of the problem and contact the appropriate Partner to ensure the matter is allocated to the appropriate Fee Earner. Also making of appointments if the Secretary or appropriate Fee Earner are unavailable.
24. All telephone calls or visits from the press or public bodies must be put straight through to a Partner.

Skills and Experience

The ideal candidate will have excellent communication and organisational skills, and will be able to work on their own initiative and pre-empt problems and identify solutions. They will be ambitious and professional and recognise the relevance of their role and responsibilities and its impact on our clients and staff teams, as well as their own future career.

Key Competencies

Excellent communication and organisational skills are key. The ideal candidate needs to be able to deal with all staff competently and confidently; ensuring duties are carried out efficiently and effectively. They also need to be a team player as this role is part of a wider reception and administrative team spread across our offices. In addition, a can-do work ethic and to be able to adapt to changes to daily requirements, juggling tasks and pre-empting problems are a necessity due to the nature of the role. Time management and ability to prioritise are essential.

You will also be required to undertake other tasks as directed to ensure the work of the department or firm as a whole is carried out.

The above will change/be amended as your knowledge and experience within the firm grows.

Person Specification

	Essential	Desirable
Qualifications	Educated to GCSE standard or equivalent	
Skills	<p>Good interpersonal skills</p> <p>Ability to work as part of a team</p> <p>Ability to prioritise and organise</p> <p>Excellent communication skills including verbally, in writing, face-to-face and over the telephone</p> <p>Ability to work effectively and respond well under pressure</p> <p>Ability to work in a discreet and sensitive manner, having an understanding of confidentiality</p>	
Knowledge	Microsoft Office Suite	<p>Telephone systems</p> <p>Dealing with client payments</p>
Personal Attributes	<p>Professional attitude to work</p> <p>Self motivated and able to work under minimal supervision</p>	