



Job Description

Job Title:	Receptionist				
Department:	Support Services	Reporting to:	Anthony Edwards	Line Manager:	Anthony Edwards
Job Summary:	Our Receptionists are the first point of contact for anyone telephoning or visiting the firm. The main responsibilities of this role 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 Receptionist is responsible for the reception and must ensure that reception is manned at all times. The emphasis is to work as a team and the tasks set out below are not to be regarded as strict demarcation lines.				

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

1. To ensure the Reception is manned at all times.
2. Answering the telephone and dealing with client enquiries both by phone and in person, transferring calls and taking messages.
3. Greet all visitors, staff and contractors immediately on entry to the premises, if you are on the phone they must be acknowledged. Inform relevant staff member of visitors arrival and ensure they sign in and out of the visitors book.
4. All telephone calls are to be answered within 3 rings and calls transferred to the relevant staff member, Fee Earner or Legal Assistant.
5. To accept and deliver any items received during the working day.
6. Maintaining office diaries.
7. Receiving money from clients, paying in cheques, taking card payments and maintaining petty cash (if appropriate).
8. ID – checking and photocopying ID and entering onto the system to assist fee earners.
9. Ordering stationery items where appropriate in line with current procedures.
10. Maintaining a tidy and well presented ‘front of house’ in the reception area and meeting rooms.
11. Making refreshments and ordering food for clients and internal meetings when required.
12. To cover sickness and/or holidays of other receptionists and administration (Postroom) staff (travel to the other offices may be required on occasion).

13. Assisting the Facilities Manager in ensuring the reception area is run smoothly and any other adhoc duties may be given.

14. Any other reasonable duties as directed by your manager.

Skills and Experience

The ideal candidate will have previous relevant experience in receptionist or customer service focussed roles. Experience of working within the legal sector is desirable but not essential.

They should also have excellent communication and customer service 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 customer service skills are key. The ideal candidate needs to be able to deal with clients competently and confidently; ensuring excellent customer service is given in all cases. 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	NVQ in Customer Service 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>
Experience	<p>Experience of working within a customer facing role</p> <p>Experience of working within an office environment</p> <p>Effective social skills</p>	<p>Front line reception experience</p> <p>Experience of working within the legal sector</p>
Personal Attributes	<p>Professional attitude to work</p> <p>Self motivated and able to work under minimal supervision</p>	