**Job Description – Slade Legal – VACANT**

**Job Title:** Receptionist (Holiday and maternity cover)

# Department: Legal

**Reports to:** Office Manager

**Branch:** The Greenhouse, Stratton Way, Abingdon, Oxfordshire, OX14 3QP

**Contract type:** Fixed term: Up to 14 months, ending on or around 11 July 2025

– Holiday and maternity cover

**Hours:** Full time / 35 hours

Monday to Friday 9-5pm (Standard hours for Slade Legal are Monday to Friday, 9-5pm)

**Salary & benefits:** £21,840 FTE per annum

25 days holiday + usual bank holidays

**Pension:**        Minimum 3% employer pension contributions (automatic enrolment for employees

aged 22 and over) / Minimum 5% employee contributions

Slade Legal is a highly regarded and well-established high street legal practice based in Oxfordshire. We are a multi-disciplinary firm providing a full range of services from three offices. Our head office is based in Abingdon.

**Main purpose of the job:**

**Administrative**

**Reception**

**Facilities**

To support the Office Manager in providing an efficient reception service to clients and company staff. To undertake a full range of administrative and receptionist duties and to help coordinate and manage trades, facilities, and maintenance matters. To receive clients and visitors to the company and operate the telephone switchboard to ensure that a good initial impression is given and that the internal telephone communications system operates smoothly. To arrange appointments for fee earners using electronic diaries. To take and pass on messages in a timely and accurate manner. To deal with post and DX on a daily basis. To undertake simple financial administrative tasks including archiving and data input. To help coordinate facilities, services, and repairs. To work with the reception team to provide seamless year-round cover and to flex up when required. To provide holiday and sickness cover at our other offices, sometimes at short notice.

**The Candidate**

The successful candidate will have strong communication skills. They will be comfortable learning to use an electronic accounts package and case management system. They will be capable of adapting to the needs of the office and will be comfortable working in a client facing role.

**The role:**

**Reception**

1. Respond to all incoming telephone calls, ensuring that these are answered promptly and are directed to the right person in the company
2. Receive all visitors to the branch, ensuring that their requirements are promptly dealt with and that they are given a favourable impression of the company
3. Ensure visitors are entered into the visitor’s book
4. Maintain the reception, client waiting area and meeting rooms in a tidy manner so that a favourable first impression is given to visitors
5. Supervise the collection and delivery of incoming and outgoing mail, DX, and faxes to ensure that they are promptly delivered to the correct addresses, internally and externally
6. Daily collection and delivery of DX from depot
7. Taking delivery of office supplies and receiving deliveries for staff in the building
8. Provision of monthly data concerning the franking machines

**Administration**

1. Identification checks for clients, paying in of client monies, accepting payments for invoices and issuing receipts
2. Prompt logging and retrieving of deeds and wills
3. Administration by request including regular photocopying
4. Dealing with post
5. Scanning invoices and documents and manual filing
6. Assisting staff with day-to-day queries
7. Scanning of files for archiving
8. Help support fee earners with archiving files

**Facilities**

1. Arranging service calls for repairs of office equipment
2. Maintaining first aid kits, accident books, posters, and roll calls
3. Maintain smooth operation and tidy appearance of the stationery stores
4. Regular and timely stationery orders
5. Regular and timely replenishment of kitchen supplies

**Other**

1. Abiding by all company Health & Safety procedures
2. To carry out reasonable tasks that may be requested by their line manager

**Personal Attributes**

Pleasant demeanour

Quick learner

Ability to work co-operatively with a wide variety of people

Reliable, dependable, and willing to “pitch-in” at all times

High degree of confidentiality

High level of personal presentation

**Person Specification:**

|  |  |  |
| --- | --- | --- |
|  | Desirable | Essential |
| Someone who can work from the office to cover Monday to Friday 9-5pm |  | X |
| Someone with reception experience |  | X |
| Someone who has worked within an office environment |  | X |
| A person with good experience of switchboards and a professional telephone manner |  | X |
| Someone who is smartly presented |  | X |
| Someone who has worked within a solicitor’s practice | X |  |
| A person who is confident with Outlook and Office |  | X |
| Someone who can accurately input data |  | X |
| Someone with case management experience | X |  |
| A professional, confident verbal communicator |  | X |
| Someone who can coordinate trades, facility arrangements and maintenance repairs |  | X |
| A person who is well organised |  | X |
| Someone with experience of basic administration including photocopying, archiving, and dealing with post |  | X |
| A person who is client driven, works well under pressure and enjoys a busy office environment |  | X |
| A good communicator who can present a professional front facing environment and build positive working relationships with company staff |  | X |
| Someone who can work full time from our Abingdon office |  | X |
| Someone who will work with a second receptionist and who will liaise to always provide adequate cover, including holiday periods |  | X |
| Someone who will abide by all company HASAW requirements |  | X |
| Someone who can quickly adapt to situations and locations |  | X |
| Someone who will provide holiday and sickness cover at our Didcot and Wallingford offices, sometimes at short notice |  | X |

**Confirmed LH 22.04.2024**

**Updated SH 22.04.2024**