

JOB DESCRIPTION

Name:

Role: Receptionist

Reports to Branch Manager

Primary Function To provide an efficient and friendly first point of contact both by telephone or face to face.

Key Responsibilities

1. **Switchboard:**

- To promptly answer all incoming calls and transfer to appropriate person or member of their team, taking a message if nobody is available.
- Listen to the answer machine and write out any messages received and email appropriate person.
- To log all new client enquiries into the appropriate spreadsheet
- To promote use of direct dial numbers and deter internal requests to make outgoing calls.

2. **Visitors:**

- To greet all visitors to the Firm in a courteous and pleasant manner
- To efficiently deal with all visitors, either by asking them to wait in the waiting area, or to take any deliveries as appropriate.
- Issue receipts as required
- To assist all visitors with any queries
- To contact the appropriate person to notify them they have a visitor
- To make sure that they have booked an interview room and locate a room if one has not been booked
- To issue visitors badges to unaccompanied suppliers and get them to sign in.

3. **Room bookings:**

- To book the meeting rooms as requested and ensure that the Interview Book is kept up to date

4. **Miscellaneous:**

- Sorting of unclaimed post via the Database
- Keeping daily record of attendance and sickness
- Distribution of Faxes
- Recording all outgoing Recorded Delivery & Special Delivery Post
- Checking of all opened envelopes
- Holiday/sickness cover for other receptionist when required.
- Ensure the reception area and interview rooms are tidy at all times
- Banking/Cheque chasing

- Logging and preparing deeds onto system, updating deeds card system
- Archiving of files to Restore from all departments
- Requesting archived files from Restore and distributing to appropriate department
- Deeds requests within house/companies
- Photocopying and certifying ID'S for departments
- Post handling
- Taking payments using WG online payment facility and processing and setting up credits slips for departments file/accounts
- Allocation of requests for "swears" to be done on an availability basis immediately they are made
- File destruction duties i.e requesting the boxes back from Restore, checking the files and updating the Practice Database.
- Ad hoc audio/copy typing at the request of Fee Earners/Branch Manager.
- To undertake any other administration duties at the request of the Fee Earners, Branch Manager or Business Partner.

5. **Compliance**

1. To comply at all times with relevant Professional Obligations so far as they relate to your role as a Receptionist including those laid down from time to time by:-
 - i) The Solicitors Regulation Authority
 - ii) The Financial Conduct Authority
2. To comply at all times with the Solicitors' Accounts Rules and if aware that your actions may have breached these Rules to notify the COFA to this effect without delay.
3. To be aware of your obligations under the Solicitors Regulation Authority Codes of Conduct to seek to comply with those obligations and if aware that your actions may have breached the Codes to notify the COLP to this effect without delay.
4. To comply with the Firm's Money Laundering Policy/Data Protection Policy so far as they relate to your role as a Receptionist.