

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
- To deal with all calls received and any New Enquiries to be logged appropriately
- 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 the day book

3. **Typing**

- To assist other departments in the firm with audio typing as and when time permits

4. **Swears:**

- Allocation of requests for “swears” to be done on an availability basis immediately they are made

5. **Room bookings:**

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

6. **Miscellaneous:**

- Sorting of unclaimed post via the Database

- Processing of Card Payments for Southampton office and reconciliation
- Assisting with Card Payments for other offices
- Distribution of Faxes
- Frank all post
- Recording all outgoing Recorded Delivery & Special Delivery Post
- Checking of all opened envelopes
- Ensure the reception area and interview rooms are tidy at all times
- Assist with destruction of files
- Deed retrievals
- Provide holiday/sickness cover for other receptionist where possible

7. **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 Handbook to seek to comply with those obligations and if aware that your actions may have breached the Handbook 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.