

JOB DESCRIPTION

Name:

Role:

Receptionist / Secretary – Southend

Team:

Support Team

Our Values PASSIONATE, PERSONAL and PROFESSIONAL



PURPOSE OF ROLE

- To collaboratively work as part of the support team providing reception cover and secretarial support for the team within the Southend office.
- To be an integral part of the support team, working with senior leaders to deliver the firm's objectives
- To provide high-level reception duties and secretarial support to the team and professional interaction with our clients
- To provide support to their peers among their team when required
- To deliver and enhance the firm's support services

REPORTS TO

- You will report to local Directors and the Head of Admin, Nikki Fox
- Line Management by Jo-Anne O'Neill

MAIN AREAS OF RESPONSIBILITY

Reception Role

- Processing incoming calls in accordance with Phone-Right procedures
- Greeting and meeting visitors to reception
- Maintenance of meeting room diaries / Out of office calendars
- Ordering sandwiches where required for meetings
- Ordering and replenishing stationery/mailing stock
- Franking outgoing post
- Booking couriers
- Scanning into Document Management system
- Photocopying
- Database Management
- Assisting with external mailings
- Day filing/archiving
- Opening and scanning incoming post
- General Administration
- Such other duties as may from time to time be reasonably required
- Tasks reasonably required by clients, whilst on our premises
- Assisting with training/shadowing apprentice receptionist
- Taking DX post
- Entering cheque log
- Issuing Mobon online parking for clients and staff/entering on log
- Helping with meeting set ups
- Monthly photocopier meter readings/entering on log
- Banking cheques/cash when required
- Updating Team Planner
- Emailing KB & PML daily with details of post received
- Overseeing BWT water ordering and deliver
- Sorting through Regis post daily and extracting and emailing urgent post to Regis
- Assisting with binding accounts when required
- Topping up franking machine credit when required
- Updating books and records log as required

Secretarial Support

- Audio/copy typing
- Photocopying and binding accounts
- Database management / new set ups
- Invoice preparation and printing
- Scanning/filing
- Submission of on-line forms
- Setting up meeting rooms / providing refreshments
- Such other duties as may from time to time be reasonably required
- Tasks reasonably required by clients, whilst on our premises

AREAS OF RESPONSIBILITY FOR OTHER FUNCTIONS

Administration

- Complete your own timesheet in a timely manner
- Maintain your Outlook calendar and ensure it is fully up-to-date at all times

HR

- Appraisals – Self
 - Complete appraisal documentation
 - Attend Appraisal Meetings
 - Complete Action Points arising from Appraisal Meeting

IT

- Utilise the firms IT systems to work efficiently and effectively
- Report issues arising to the IT team
- Attend IT training sessions as required

Learning & Development

- Advise and support Team Members by promoting a learning environment and supporting their development
- Consider your individual learning and development needs and liaise with your Line Manager and/or Mentor to ensure where necessary, such objectives are met
- Ensure CPD Record is completed on an annual basis

PERSON SPECIFICATION

QUALIFICATIONS AND SKILLS

- Excellent communication skills (written and verbal)
- Excellent people skills
- Detailed knowledge of Word (audio/copy typing)
- General knowledge of Excel and Outlook
- General knowledge of IT
- Hands-on approach
- Flexible in working requirements
- Positive, can-do attitude

BEHAVIOURS

Core Values

All Team Members are expected to demonstrate our values of **Passionate, Personal and Professional:**

- Naturally goes "the extra mile" to exceed expectations with support colleagues, their allocated Directors, the wider Team and Clients delivery exceptional client service
- Creates a positive atmosphere; instinctively shares knowledge to help others; pro-actively nurtures and develops positive relationships. Taking pride in everything they do.
- Adopts a collaborative working style; prepared to put yourself out when others may need help or support; prepared to share the load in order to achieve the overall firm objectives as well as their own personal targets
- Inspired to add value over and above expectations. Supportive of both the support team and of the firm's initiatives and projects when implemented from the agreed strategy.

Technical

- Proven to be technically competent in the following areas:
 - Typing speed from 60wpm
 - Intermediate/Advanced Outlook
 - Intermediate/Advanced Word
 - Basic/Intermediate Excel
 - Basic/Intermediate PowerPoint
 - Basic/Intermediate understanding of internal systems/software
- "Go To" person for some technical areas within the firm

Team Development

- Actively motivates other Team Members to achieve the Support teams' objectives.
- Embraces responsibility for their Director's Outlook, projects and administrative tasks, including tasks/projects on behalf of Clients.
- Is able to be selfless in working with others to achieve the Firm's overall objectives.
- Pro-active with identifying when colleagues / the wider Team have heavy workloads; willingly offering assistance across offices and providing feedback when work is completed.
- Attends networking events with their Directors to gain an understanding of their Client base and professional contacts.
- Assists and supports others with embracing change. Works towards creating an environment of patience, understanding and mutual respect.
- Understands the need to challenge themselves and others. NB: Sees self as 'can-do' person and is positive about own ability.
- Understands how their role impacts and interacts with others. Develops an understanding of their own strengths and weaknesses and how these manifest themselves into the support they provide to others / their approach to work. NB Takes conscious steps to manage own emotions and pressure when necessary.
- Uses mistakes as an opportunity for learning.
- Is able to take positive action on feedback to improve performance.
- Shows openness to others' views and understands how their Colleagues and the wider Team interacts.
- Develops effective working relationships built on trust and respect.

Building Relationships

- Build strong, open and pro-active relationships across the board with clients, contacts, the Team and colleagues.

- Is able to build rapport at all levels when communicating with different peer groups and clients.
- Understands others' preferred communication styles and matches theirs to it.

Performance

- Works without supervision, discussing any queries directly with their allocated Director.
- Is developing and refining their skills, knowledge and expertise and applying this to their work.
- Pro-active with managing Director's diaries/emails/post, responding on their behalf and liaising with Clients and the wider Team where appropriate.
- Has sufficient knowledge of the Client Relationship Management process that they are pro-active with obtaining and inputting suspect/target/prospect information into Central on behalf of their Directors and ensuring the milestones are completed.
- Pro-active with speaking to Clients and developing a good working relationship, so they become their "first point of call"

Commercial and Entrepreneurial

- Pro-actively reviews the effectiveness of the areas of the firm you are involved in; proposes ideas to increase efficiencies and identifies opportunities to increase client engagement and loyalty as a result
- Keeps abreast of changes and developments within the profession and business environment, identifies areas for enhancing the firm's systems and service offering
- Successfully implements agreed change projects within the firm, winning team engagement and buy-in during the process