



Job Title: Administrative Assistant/Receptionist

Location: Bromley

Hours: Full Time

We are looking to recruit an Administrative Assistant/Receptionist for our Bromley office. The successful candidate will also be required to work in our Sevenoaks and West Wickham offices as and when required for cover purposes.

This is an exciting opportunity to excel and progress in a role within a firm that actively strives to be the best in industry and is committed to the development of its people.

Summary of role

The Administrative Assistant/Receptionist will perform all manner of administrative and file management operations requested by Lawyers, Legal Assistants, Document Production Specialists and other support functions both under the direct supervision of the Team Leader and working independently. This includes file opening, copying and filing, archive management, scanning, shredding and completing general administrative duties as required.

The Administrative Assistant/Receptionist remains accountable for establishing and maintaining an ongoing service based relationship with the staff they serve and will be able to recognise and translate their needs and expectations into a responsive service.

In line with policies and procedures, key responsibilities include:

Admin and File Management

- Undertake large and small copying requests
- Bind and finish copied work as appropriate
- Scan post and work onto the system
- Receive and process file management requests
- Create new files on the system
- Open new file folders and label accordingly
- Return or add documents to existing client files
- Work with the practice management system to log and record documents
- Handle and administer closed files as requested
- Undertake all file management and file housekeeping procedures to ensure filing is constantly up to date (including shredding)
- Participating in lunch time/holiday cover and telephone rota within the team
- Understand, identify and process all principal documents within files
- Undertake all file closing procedures
- Process archive retrieval requests
- Maintain all filing and work areas in a tidy and orderly manner
- Any ad hoc duties as requested by the business
- Travel between offices as required
- Collect and deliver post to the sorting office if necessary



Customer Service

- Deal with any Lawyers, Legal Assistants, Document Production Specialists and Team Leaders' enquiries in a prompt and efficient manner
- Communicate and liaise with Lawyers, Legal Assistants, Document Production Specialists and Team Leaders' on file management issues
- Consistently and appropriately update service users on progress where appropriate
- Work with colleagues to offer assistance wherever possible

Reception Cover

- Greet visitors warmly and professionally ensuring they are seen promptly and appropriately and given a positive image of Thackray Williams at all times.
- Set up meeting rooms and provide refreshments where necessary.

Personal attributes required in line with the firms core competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of:

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The role specific core competencies aligned to this role are those of Reception and Admin Staff in the firm's core competency framework.

The attributes, as defined under the firms' core competencies, that we feel are most important to this role are as follows:

- Highly literate and excellent numeracy skills
- Well presented with excellent communication skills
- Strong customer service skills
- Capable of taking initiative and developing solutions to any issues encountered, liaising with colleagues as necessary
- Flexible and enthusiastic self starter
- Able to work alone as well as within a team
- Energy and physical stamina
- Accurate and keen attention to detail
- Is a strong team player able to work well and get the best from those around them
- Works well under pressure

Hours

Individual working hours will be 9am to 5.30pm. Staff will be expected to be flexible and to arrive earlier and stay later when the job or business requires. There may be an opportunity to work alternative hours upon request, dependant upon this meeting with the business needs.