**Job Description – Front of House -Receptionist**

Job Title: Receptionist

Responsible to: Admin Team Leader

# Hours: Part Time – 3 days per week

# Location: Bromley, West Wickham and Sevenoaks

# Summary of role

The Receptionist will be based at the front of house covering the Bromley, Sevenoaks and West Wickham offices. They are responsible for providing an exceptional customer service to clients coming into the office and ensuring meeting rooms are catered and well maintained. They will also support members of staff with booking meeting rooms and catering as well as being the main point of contact for queries via the reception desk.

**Responsibilities**

* Greet clients offering refreshments and liaise with the relevant member of staff required
* Reply to room booking emails received
* Reply to Moneypenny emails received
* Ensure meeting rooms are clean and tidy, and biscuits, notepads and pens are topped up
* Set up and clear meeting rooms before and after usage
* Participate in lunch time/holiday cover and telephone rota within the team
* Order catering if required
* Prepare post and DX and take it to the post office
* Scan in post, DX and rename, distribute as necessary
* Order stationary when required
* Shred documents after usage to maintain confidentiality
* Be the point of contact for first aiders and report any incidents
* Provide support with health & safety for the office
* Support colleagues with queries in a prompt and efficient manner
* Work with colleagues to offer assistance wherever possible
* Assist colleagues with admin tasks on Big Hand
* Any ad hoc duties as requested by the business

# Person Specification

* Previous experience in customer facing position
* Proficient knowledge of Microsoft Word, Outlook and Excel
* Excellent communication and organisational skills
* Experience of building and maintaining internal and external client relationships
* Effective ability to prioritise workloads
* Excellent attention to detail
* A team player and ‘can-do’ attitude
* Able to work autonomously on tasks whilst remaining a key member of the team
* Able to remain calm under pressure
* Have a positive approach to daily tasks and have a solution focussed working method

**Personal attributes required in line with the firm’s 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 individual core competencies for this role are aligned to those expected of a Legal Assistant in the core competency framework.

**Hours**

Normal working hours are 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, dependent upon this meeting with the business needs.