

# BENEST & SYVRET

**JOB TITLE:** Receptionist

**REPORTING TO:** The Practice Manager

Benest & Syvret is a successful and respected legal practice which is undergoing a period of growth and business structure change. We take pride in the personal care that we provide to our clients and the practical problem-solving approach given to all legal services. We look for continuous improvement in everything we do together with a customer focus.

This position of a dedicated receptionist will be to run, organise and maintain a busy reception area, ensuring it is always well-presented, provide professional assistance to all clients and staff, and give a positive first impression of the firm.

## **Job Summary:**

The main responsibilities of the role are to:

- Assist clients both face to face and over the phone, in a professional, courteous and timely manner
- Operate the switchboard efficiently, using initiative when choosing an appropriate internal contact who can assist a client
- Process, sort and record all incoming and outgoing mail (including 'signed' deliveries)
- Ensure the reception area and all meeting rooms are always clean and well-presented including opening and closing of shutters
- Photocopy & certify KYC and documentation in accordance with documented procedures
- Be professional, friendly and provide assistance at all times, ensuring all clients have a positive experience of the firm
- Ensure client confidentiality and security of all client documentation and information
- Deal with other tasks as assigned from time to time by the practice manager, the Partners and fee-earners of each department
- Record all external / 3<sup>rd</sup> party contractors accessing the building (checking ID)
- Copying/Scanning of Wills for file and clients when wills signed
- Other administrative tasks including filing and scanning
- Binding of Wills for safe / Updating of Wills register / Placing of signed Wills in safe
- Maintain keys register book for keys in and out for properties as above
- Messenger deliveries/Messenger collections
- Maintaining Visitor Book - all visitors to the office

## **Competencies**

- **Building Strong Relationships** - Strive to understand clients, colleagues and key stakeholders, valuing openness and building trust
- **Maintaining Client Relationships** - Strive to develop a detailed understanding of our clients, valuing openness and building trust
- **Communications** - Communicate clearly, concisely, tailoring style and making oneself heard and truly understood in any situation

## **Person Specification**

### **Qualifications and Professional Memberships:**

- Educated to GCSE (or equivalent) level
- Good level of written English

### **Technical Competence and Knowledge**

- Comfortable in the use of Microsoft outlook, Word and Excel
- The ability to communicate professionally, clearly and accurately, both written and verbally
- Experience of using a switchboard

### **Special Requirements**

- The role holder must be willing to show flexibility in working hours in order to provide full/part time cover for other roles during times of annual leave and sickness, sometimes at short notice.