



## Angel Wilkins Job Description

<b>Job title</b>	Receptionist
<b>Reports to</b>	Business Partner

### **Job purpose**

To provide a professional and welcoming first point of contact for clients and visitors, while delivering efficient administrative and operational support to ensure the smooth running of the office.

### **Duties and responsibilities**

- Welcome clients and visitors by greeting them in a friendly, professional manner and follow process with regards to expected and unexpected clients and visitors.
- Answer telephones in a polite, professional manner, taking messages with accuracy and appropriately handling or referring questions and requests.
- Managing incoming and outgoing post
- Assisting with file opening procedures and compliance documentation.
- Supporting fee earners and administrative staff as required.
- Monitor and maintain adequate office supplies and put away any office deliveries.
- Control the maintenance of petty cash and banking in line with the cash handling process.
- Responsible for the upkeep of the reception area, ensuring it is always presentable.
- Assist in the preparation of meetings, arranging beverages to clients/visitors where necessary and ensure meeting rooms are kept clean and tidy after use.
- Provide administration support in the following areas: photocopying, faxing, scanning, archiving and filing.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

### **Skills & Experience**

- Previous receptionist or front-of house experience
- Excellent telephone manner and communication skills
- Strong organisational and multitasking abilities
- Good IT skills (Microsoft Office and case management systems preferred)
- High attention to detail
- Professional appearance and approach

### **Desirable Skill**

- Experience within a conveyancing or legal environment
- Understanding of property transaction processes
- Familiar with Case Management systems

### **Person Attributes**

- Friendly and approachable
- Proactive and reliable
- Calm under pressure
- Good communication skills
- Team player