

**Administrator / Receptionist, Hinckley**  
**Job Description**

**Reports to:** Office Manager

**Overview of role:**

Providing general administrative support to the Hinckley office and, on occasion, other offices, in addition to performing reception duties. Our Receptionists are to provide a first-class service at all times and always put the clients first.

**Main Tasks (this list is non-exhaustive):**

- Administration;
  - Opening and distributing incoming mail - internally and to the other offices.
  - Scanning incoming mail.
  - Franking and taking outgoing mail to the Post Office & DX office.
  - Providing administrative support to Fee Earners, including photocopying client ID documentation and official documents.
  - Assisting the Office Manager in purchasing items and equipment for offices – stationery, canteen, and carrying out stock-checks.
  - Assisting the Office Manager in managing the firm's online accounts.
  - Assisting the Office Manager in liaising with the firm's preferred suppliers.
  - Managing and forwarding client and panel enquiries.
  - Carrying out Will searches.
  - Managing archiving – storage and retrievals.
  - Hospitality for clients.
  - Managing the franking machine.
  - Adhoc administrative tasks.
- Reception;
  - Greeting clients, both in person and by telephone, when the Receptionist is otherwise engaged.
  - Managing the overflow of incoming calls to the Reception switchboard when the Receptionist is otherwise engaged, taking detailed messages via email and sending in a timely manner
  - Providing cover for the Receptionist during lunch breaks and general absence from the office.
  - Alongside the Receptionist, dealing with general enquiries; managing client document collections/drop-off, forwarding LPA and Will questionnaires, etc.
  - Booking appointments on behalf of Fee Earners.
  - Responsibility for opening up the office each morning when the Receptionist is absent.
  - Responsibility for closing up the office when the Receptionist is absent.
  - Taking card payments and producing requisitions.
  - Storing and retrieving Wills, Deeds, LPA's, Probates, Leases, Matrimonial etc. from storage.
  - Managing the meeting rooms and ensuring they are kept tidy.

**Training**

- Fraud;
- Data Protection;
- Anti-Money Laundering training;
- Cybercrime;
- To actively keep up to date and further your knowledge within the area of which you work.
- First Aid Training

**Inclusive responsibilities:**

- To act in the best interest of the firm at all times;
- To adhere to the firm's policies at all times;
- To be respectful at all times to colleagues, suppliers, clients and any other visitors of the firm;
- To provide a high standard of client care.

**Qualities:**

- Calm and approachable;
- Team player;
- Positive attitude;
- Multitasker;
- A professional approach to work, integrity and a respect for confidentiality.

**Skills/Experience:**

- Previous experience of providing administrative support.
- Previous experience of managing a busy reception
- Excellent communication skills, both written and oral;
- Accuracy and attention to detail;
- Numeracy and IT skills;
- Interpersonal skills, to work as part of a team or with other people and organisations;