

JOB DESCRIPTION

JOB TITLE:	Receptionist/Telephonist
REPORTS TO:	PA to CEO & Head of Chambers
LOCATION:	St John's Buildings Chambers, Manchester

JOB SUMMARY:

To provide a polite, professional and effective reception and telephony service to Chambers being the link between solicitor and direct access clients and Chambers. To ensure conference facilities (rooms and refreshment orders) are planned and prepared for the day ahead and the reception area and waiting room is maintained in presentable order.

1. KEY RESPONSIBILITIES AND DUTIES

1.1 Reception Services (on rotation with colleagues)

To provide an efficient and welcoming reception to anybody entering by:

1. Receiving visitors in reception in a friendly and professional manner, notifying the appropriate barrister or clerk of their arrival and ensuring they are recorded as being in the building;
2. Ensuring that clients are not kept waiting or are made aware of delays and kept comfortable;
3. Alerting clerks when barristers are unable to receive conferences on time;
4. Receiving, opening as appropriate and logging hand-delivered post and notifying clerks and members as appropriate for collection and distribution. Anything delivered 'by hand' to be given to the clerks urgently;
5. Ensuring the waiting room and reception area is always tidy and presentable, calling on help from colleagues where necessary to ensure the reception area is not left unattended;
6. To ensure the area is kept free of congregating people – directing to the waiting room and conference rooms efficiently and communicating with colleagues to assist as necessary.

1.2 Telephony Services

Working as part of the Receptionist/Telephony Team to take calls through the switchboard, ensuring that a professional, friendly and helpful service is given to all callers by:

1. Receiving and appropriately redirecting telephone calls – ensuring calls are answered quickly and transferred to the appropriate person or voicemail;

2. Taking accurate messages and passing them on in a timely manner;
3. Where appropriate, directing Direct Access callers to the appropriate form on our internet page to complete to begin their request for counsel.

1.3 Conference Facilities & Housekeeping

To prepare conference rooms and refreshments for barristers' conferences and internal meetings and assist with any daytime housekeeping needs by:

1. Ensuring allocation of conference rooms in accordance with local procedures;
2. Maintaining the allocation in line with the plan;
3. Informing members of arrangements for their meetings;
4. Liaising with colleagues in the team to ensure conference rooms are set out in accordance with service standards, ensure refreshments and lunches are arranged for meetings and conferences and to ensure rooms are cleared after conferences;
5. To follow good hygiene practice when preparing refreshments for conferences;
6. To monitor stock of key items and assist with ordering and receipt, e.g. tea, coffee, milk, tissues, handwash, toilet rolls;
7. Help to support events in-house, e.g. setting up breakfast seminars and receiving and directing attendees (occasionally requiring an early start or later finish – time will be compensated with time off in lieu or overtime by agreement with management);
8. Notifying cleaning contractors of any areas in particular need of attention or things missed in the evening cleaning.

1.4 General

1. Ensuring adherence to Chambers' values of Excellence and Approachability and to our Equality and Diversity Policy in the handling of all calls and visitors;
2. To monitor the clerk@ email account redirecting general email enquiries to the appropriate person in Chambers;
3. To have a flexible approach and provide additional administrative support to Chambers (e.g. opening and distributing post, scanning of documents for members);
4. To ensure personal conduct is in line with the Equality and Diversity Policy;
5. To adhere to the principles of the Data Protection Act and GDPR as set out in Chambers' Information Policy;
6. To promote a culture of continuous improvement by personal example and quality of contribution;
7. To take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties.
8. To undertake any such training as Chambers requires to assist with the performance of duties. This will include becoming a First Aider and Fire Marshall (all appropriate training will be provided).

2. Key Performance Indicators

- Welcoming and professional front of house service (in person and on the phone) – positive reports, no complaints;
- Phone calls responded to quickly (ideally within 3 rings) and accurately transferred;

- Recognition of regular callers and visitors;
- Good rapport with barristers, staff and solicitors;
- Waiting room and reception kept tidy and clear (of people, packages etc.);
- Cohesion and working effectively with team colleagues to deliver service excellence;
- Smooth conferences and facilities service;
- Efficient use of conference facilities;
- Health & Safety procedures observed;
- Colleagues, barristers and service recipients treated with dignity and respect in keeping with the Equality & Diversity Policy.

PERSON SPECIFICATION

TELEPHONIST/RECEPTIONIST

	Standard	Essential	Desirable
Qualifications, knowledge, experience	Good general level of secondary education – including O-level/GCSE English Grade C/4 or above or equivalent	E	
	Experience of reception work (E) in a professional services environment (D)	E	D
	Experience of answering and transferring volume telephone calls	E	
	Experience of working front of house in a legal or other similar professional services environment		D
	Experience of working with a telephone switchboard (ideally with computer interface)		D
	Experience of working as part of a team, having to communicate effectively to deliver a service	E	
Skills & abilities	Confident, friendly, outgoing, and courteous communicator, giving a professional first impression in person and on the phone	E	
	Strong listening skills for effective understanding of call needs & message taking	E	
	Confident IT and telephone user	E	
	Ability to multi-task in a fast-paced environment	E	
	Flexible approach – able to re-assess priorities and change task according to need. Willing to assist with other administrative and facilities tasks.	E	
	Ability to stay calm when reception and phones are busy	E	
	Good at remembering names and faces	E	
	Attention to detail	E	
	Strong team worker	E	
	Smart, professional appearance (smart, business attire is required for the role)	E	