

Receptionist - Job Specification

Job title:	Part Time Receptionist
Reporting to:	Operations Director
Hours per week:	Part time – 2 days per week, Wednesday and Friday, 9.00am - 5.15pm Permanent

We are looking for a part time Receptionist to join our team in Christchurch. We are looking for an enthusiastic candidate with excellent customer service skills to join our busy office. You will be the first point of contact for clients and the role includes a variety of reception and clerical tasks.

Core values - what we look for in all Frettens staff:

Someone who:

- Is IT literate and confident in learning new processes.
- Is consistently friendly and approachable.
- Doesn't use jargon with clients.
- Co-operates with colleagues from all teams.
- Enjoys working as part of a team, helping and supporting others.
- Has the ability to work calmly, even under pressure.
- Takes personal pride in their work and responsibility for issues.

Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- Minimum GCSE Qualification.
- Excellent organisational skills.
- Excellent customer service skills.
- Team player.
- Ability to work under pressure.
- Has empathy and patience towards clients.
- Can communicate effectively at all levels.

Desirable talents

The following abilities would also be desirable:

- Ability to convey information accurately, both verbally and in writing
- Shows initiative
- Ability to adapt and respond to changes

Salary and Benefits

Salary is negotiable dependent on your experience.

Frettens offer a wide range of benefits to our staff - See Working at Frettens – Benefits.

Tasks and Responsibilities:

Receptionist

Main purposes of role

To maintain the smooth running of our Reception desk in Christchurch whilst providing excellent customer service towards clients at all times.

Main Tasks and Responsibilities (not an exhaustive list)

- Greeting clients and visitors and answering visitor enquiries
- Answering switchboard phones, forwarding calls to the appropriate person / department, and taking messages.
- Dealing with all incoming post for the office: scanning and recording these on our Case Management System.
- Maintaining and scheduling meeting rooms
- Providing cover for outgoing post duties using Royal Mail website
- Offering clients refreshments
- Maintaining office supplies
- Any other reasonable requests made by other members of the Firm to undertake duties from time to time which may not appear in this job description.

Working at Frettens – Benefits

At Frettens Solicitors, we endeavour to invest in our employees and offer a place to work which is supportive, fulfilling, and enjoyable.

Facilities

- The firm invests substantially in IT and offers systems and training which sets us apart
- All staff use the latest available versions of Microsoft Windows and Office
- All staff are provided with dual monitors
- Phone headsets are available to those who prefer them
- All of our offices have fitted kitchens where tea, coffee and squash are complimentary and boiling water and filtered, chilled and ambient water is available on tap
- Fruit is freely available in each kitchen
- We have an interactive company intranet which all staff are encouraged to utilise.

Medical

- Private healthcare policy is available to all staff
- Health cash plan is available to all staff, enabling refunds on bills for optical, dental, chiropody, chiropractic, physio etc.
- Life insurance for all staff paying out four times your annual salary
- Annual paid sick allowance

Work life balance

Approximately 40% of our staff work non-standard hours – we understand that it is important for employees to have flexibility in their working hours and the ability to fit their work and personal lives together.

- Flexitime is available to the majority of staff from their very first day (exceptions are in areas like reception where alternative flexibility is available). The flexitime works by bringing forward or back your start time on the same day, as long as the core hours of the day are covered and is pre-agreed to ensure teams are not left short staffed.
- Starting annual leave of 20 days / 25 days dependant on role (pro-rata for part time staff)
- Option to buy additional holiday if eligible
- Long service annual leave entitlement increases - after 5 years an additional day, after 12 years a further additional day. A bonus week's holiday in recognition of 10 years' service awarded in Year 11.
- Additional annual leave day for your birthday when your birthday falls on a weekday

Social and communication

- Monthly firm-wide meeting to communicate news
- Monthly prizes for referrals to other teams
- Quarterly prizes for the most referrals
- Quarterly special recognition award and prize, nominated by colleagues
- Annual staff Christmas party, where meal and drinks are paid for by the firm
- Annual staff and family BBQ where food and drinks are paid for by the firm
- Monthly drinks allowance for get together after work
- Active Social Committee who organise social events such as bowling, quizzes, karaoke etc. which are often subsidised by the firm.

Additional benefits

- Free or subsidised parking available to all
- Enhanced maternity pay for qualifying staff
- Performance related bonus for qualifying staff
- Recruitment incentive of £2,500 or £500
- Support for professional training – including some funding and time off for study where applicable
- Mobile phones for qualifying staff
- Discounted legal fees