

## Job Description

<b>Job Title</b>	Administration Assistant
<b>Responsible to</b>	Administration Manager
<b>Department</b>	Practice Support Department
<b>Overall Aim</b>	To provide administrative support and deliver client care internally and externally.
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>  Take incoming telephone calls from Clients and Service Providers using the digital switchboard;</li> <li>  Receive all incoming faxes and web traffic, and to inform the addressee of its arrival via email;</li> <li>  Assist with daily post ensuring dispatch via post on time;</li> <li>  Make telephone calls as and when requested;</li> <li>  Send communications around the Firm as and when required;</li> <li>  Be responsible for client room bookings and requests;</li> <li>  Be responsible for the safe storage, distribution and maintainment of stationery stock supplies;</li> <li>  Set up/clear meeting rooms as required;</li> <li>  Organise food/refreshments for conferences/meetings;</li> <li>  Assist with room moves and relocation of staff, files and equipment;</li> <li>  Provide general administration assistance to legal teams as and when required (i.e. photocopying, mailshots, filing);</li> <li>  Provide assistance with specific client file matters (under supervision);</li> <li>  Assist with file closures and ensure that closed files are accurately documented, entered on the database and archived;</li> <li>  Retrieve files from the Firm's storage facilities and accurately document location of files;</li> <li>  Ensure database procedures are completed for all Deeds when sent for storage or retrieval;</li> <li>  Ensure database procedures are completed for all Wills;</li> <li>  Ensure Wills are stored correctly in accordance with the Firm's procedures;</li> <li>  Correct, proper, accurate and effective use of our IT systems/applications, while fully complying with all IT policies and procedures;</li> <li>  Adopt procedures as defined in the Firm's Office Procedures Manual; and</li> <li>  Provide assistance with the running of the Firm's events.</li> </ul>
<b>Authority Levels</b>	Nil.
<b>Knowledge and skills required</b>	<ul style="list-style-type: none"> <li>  Ability to carry out instructions accurately;</li> <li>  Numerate;</li> <li>  Ability to understand basic IT programmes;</li> <li>  Able to operate office equipment;</li> <li>  Excellent telephone manner;</li> <li>  Enthusiastic team player;</li> <li>  Reliability, honesty, good time keeping and ability to retain confidentiality; and</li> <li>  Competence in the correct use of grammar and punctuation.</li> </ul>
<b>Other relevant comments</b>	The Firm adopts the principles of equal opportunities and non-discrimination as detailed in its Office Manual.

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For further information concerning this job opportunity please contact a member of the HR Team on 01733 882800 or email [hr@hcsolicitors.co.uk](mailto:hr@hcsolicitors.co.uk).



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