

JOB DESCRIPTION

Job Title	Admin Host		
Reports To	Head of Operations		
Version	1	Date	23 rd October 2023

Summary

The Admin Host will provide a comprehensive, efficient and high-quality administrative service and provide excellent administrative support across the firm.

Duties will include:-

- To greet and welcome Clients and visitors in our offices and respond to their requests.
- Preparing Meeting Rooms and providing refreshments as and when required.
- Maintaining the image of the Firm by keeping Welcome Hubs and Reception areas neat, tidy and offering a warm welcome to all visitors.
- Managing incoming telephone calls to the firm, and transferring them appropriately.
- Taking messages and ensuring the prompt relay to the appropriate person.
- Helping to book appointments for Client visits.
- Administer incoming post by scanning to relevant staff and to follow paper retention protocols.
- Keep accurate records of incoming cheques.
- Attend to outgoing post and become familiar with all postal services used by the firm.
- Taking payments from Clients, or directing by telephone to cashiers for over the phone payment
- Witnessing document signatures when required.
- ID/Certification – to keep up with current procedures specified by the Compliance Department
- Administering petty cash function.
- Monitoring stock levels of consumables and making orders where necessary.
- Covering Admin Host colleagues' absences across our offices as required.
- Chaperone contractors, meter readers and other callers to the offices and updating the Building Maintenance records if required.
- Supporting colleagues to include attending meetings and working across the different offices when capacity allows.

Secondary Duties – to be directed by the Operations Manager when capacity allows

- Attending to the despatch of documents via email or post as required.
- Archiving files in accordance with the internal systems of the firm
- Copying/scanning of documents and filing in the appropriate place
- Filing papers on client matters
- Accurately typing correspondence, legal documents and reports from both audio dictation and longhand notes

Additional Duties, dependent on location.

- Daily opening up procedures.
- Setting up or dismantling coffee machines and filling or emptying dishwashers.
- Maintaining stocks and supplies.
- Where required, setting and de-activating intruder alarms.
- Reconcile petty cash.
- Maintaining Key file records.
- Dealing with incoming centralised web enquiries.
- Providing support for events, to include booking rooms, ordering refreshments and supporting colleagues in successful delivery.
- Assist, where capacity allows, with admin support to all areas of Business Services: Operations, Finance, HR & IT.

To facilitate the smooth running of the business, and in pursuance of maintaining Burnetts' high quality client service, you may also be requested to undertake other duties as directed by the Head of Operations as determined to be within your capability.

KEY SKILLS AND ATTRIBUTES

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • NVQ Business & Administration • Keyboard skills • GCSE in English grade A-C or equivalent
Experience & Knowledge	<ul style="list-style-type: none"> • Experience of working in an administrative role • Sound knowledge of Microsoft Office including Word, Outlook and PowerPoint • Excellent written and spoken English 	<ul style="list-style-type: none"> • Experience of use of case management systems. • Knowledge of Solicitors Regulation Authority Standards and Regulations • Digital dictation experience
Skills & Abilities	<ul style="list-style-type: none"> • Ability to multi-task • Ability to organise and prioritise workload • Excellent client care skills • Ability to work within a team as well as independently • Can demonstrate the firm's core values 	
Personal Attributes	<ul style="list-style-type: none"> • Flexibility • 'Can-do' attitude • Supportive with colleagues • Proactive • Shows initiative • Maintain confidentiality • Polite & respectful • Calm disposition 	