

Job description – Administration Assistant

Job purpose	Assist in the smooth running of the practice by supporting the administration team to provide a professional client facing administrative service, hospitality, dealing with incoming and outgoing post, client enquiries, archiving and general support for the firm.
Reports to	Practice Manager/Office Manager
Hours	16-20 hours between Monday – Friday 8.45-5:30 (essential Mondays and Tuesdays and Fridays afternoons)
Location	Winston Solicitors 112 Street Lane Leeds LS8 2AL

Administration Team Main Responsibilities

Assist in the smooth running of the practice by supporting the administration team to provide a professional client facing administrative service, hospitality, dealing with incoming and outgoing post, client enquiries, archiving and general support for the firm.

- The effective processing of all incoming telephone calls including the logging of calls and the conveying of messages.
- Scanning and uploading of post and other documentation to the case management system
- Effectively handling client enquiries in person, on the telephone and by email
- Data entry on the case management system
- Manning the reception area and providing a professional, friendly atmosphere for clients and colleagues, including providing hospitality where required.
- Looking after the 'visitor' book and booking appointments for colleagues/clients.
- Undertake photocopying and scanning tasks.
- Preparing and managing outgoing post
- Processing client payments and receipts
- Ensure the tidiness of the reception area and support the team with stock levels etc.
- Undertake other clerical and administrative duties as may reasonably be required
- Preparing post for dispatch
- Light cleaning duties, including kitchen and common areas
- Supporting the archiving process
- Any additional duties as required to help with the smooth running of the practice

Person specification

Essential skills, experience, behaviours and qualifications

Skills

- Must be proficient in Microsoft Outlook, Word and Excel and ideally case management systems to a basic level
- Must be able to type with accuracy
- Excellent communication skills both verbal and written
- Good organisational skills with the ability to multi-task and switch between roles effectively
- Team player

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- Ability to work autonomously
 - Ability to work under pressure and effectively manage conflicting priorities
 - Capable of using diplomacy, tact and sensitivity when dealing with others

Experience

- Experience working within an office environment required
- Experience of working with Case Management Systems to a basic level
- Experience of working in a law firm or a professional services firm required

Behavioural characteristics

- Ability to inspire and motivate self and colleagues
- Commitment to continuous improvement and providing a high-quality service
- Taking ownership for informed decisions and delivering quality outcomes
- High degree of personal integrity and commitment to fairness, diversity and equality
- Willingness to participate actively in training and development
- Genuine willingness and desire to progress themselves and the department/business they work within
- Professional appearance