



ABD legal Services Ltd

Job Title:	Receptionist		
Department/Group:	Business Support Staff		
Location:	Chippenham	Travel Required:	Yes, if required to other office locations
Level/Salary Range:	Competitive	Position Type:	Part time, permanent
Line Management Responsibility for:	N/A	Date Posted:	
Specific Responsibility to:	Office Manager		

Job Description

About Awdry Law:

Established in 1750, we are an award-winning firm having been presented in the past with the Law Society's Excellence Award for Innovation and two awards for excellent customer service. From our offices in Devizes, Chippenham, Marlborough, Royal Wootton Bassett and Swindon, we serve clients in Wiltshire, Berkshire, Hampshire, Somerset, Gloucestershire, Bath, London, and throughout the UK. We provide a comprehensive range of first-class legal services for individuals, families, and businesses. Our purpose is to provide excellent client service and exceed expectations by being dynamic, inspiring, and proactive; client service is at the heart of everything we do. We have a fantastic group of people who work hard, are dedicated and demonstrate great commitment so in return for aiming towards these standards we will back you, help you to improve and support you in being the best we can.

Why You'll Love Working with Us:

Join us and be part of a culture that values creativity, hard work, individuality, ambition, and fun! We offer competitive pay, fantastic employee benefits, and the opportunity to grow in a thriving, forward thinking environment. And yes, our legendary social outings are not to be missed! This is more than a job; it's a chance for you to develop new skills and be part of our success. We have a fantastic group of people who work hard, are dedicated, and demonstrate great commitment so in return for aiming towards these standards, we will back you, help you to improve and support you the best we can.

Our values are the platform upon which everything is built:

Our Values:

Everything starts with you: People Matter, whether you are a client or part of our team.

Always driving forwards: We always show ambition and energy to achieve results.

Be brilliant: We create positivity, excellence, and innovation.

Every person, every time: We are consistent and reliable and give our best every time.

ROLE AND RESPONSIBILITIES

Job Purpose:

This role is responsible for all reception duties, including supporting fee earners and support staff and creating a welcoming atmosphere for all clients and visitors and to answer any questions they may have.

The role also connects visitors to the appropriate person or office location. Answering phone calls, letters, and emails and directing these communications to the correct department or member of staff.

Typical Activities:

Responsibility for:

- Welcome all that call into reception and log in appropriate visitor's book. Notify the relevant person of the clients' arrival without delay.
- Ensure the client is put at ease remembering at all times the client may be apprehensive and under stress.
- The control of all incoming and outgoing telephone calls.
- Handle all telephone enquiries, log and relay the same to appropriate Partner, Fee Earner or Support Staff. Seek to answer calls within three (3) rings. Liaise with oncoming switchboard operators, to ensure a smooth transition and continuous coverage.
- Ensure that you have a full and comprehensive knowledge as to the whereabouts of all staff.
- Effectively communicate and liaise with other Receptionist to provide seamless support for the office.
- Responsible for opening and closing the office including putting out and bringing in A frame sign and opening and closing blinds.
- Monitoring meeting room calendars, to ensure smooth operation of client meetings.
- Prepare, frank and dispatch outgoing mail, accept any incoming mail or parcels.
- Promptly open and sort all incoming post & faxes, ready for distribution as soon as possible and notify staff immediately if urgent.
- Taking post to the post office at the end of the working day.
- To control the stationery accounts for office site to include placing and receive orders for stationery and other office consumables, as required and monitoring stock levels.
- Carry out photocopying and other tasks requested by sections within the office as required.
- Keeping the reception area and meeting rooms tidy at all times.
- Complying with Accounts rules & procedures regarding payments received.
- Control of petty cash and postage monies for the site.
- Obtaining supplies for staff refreshments.
- The arranging of refreshments, if required, for clients and other visitors.
- To be familiar with the Office Manual as updated.
- Flexibility to cover other Receptionist's leave is a desirable.
- Weekly meter readings to be given to Facilities & Maintenance Manager.

Support with: -

- With adhoc tasks as requested

ESSENTIAL AND DESIRABLE SKILLS, EXPERIENCE AND QUALIFICATIONS

Essential:

- To demonstrate the ability to work under pressure
- Excellent communication skills both verbal and written, in particular by telephone.
- A professional, calm, and positive outlook

- Able to build solid relationships with colleagues at all levels
- To be able to work as part of a team
- To be motivated and self-sufficient, with an understanding of when to refer issues upwards.
- To be very organized and flexible in approach to work
- Able to manage conflicting priorities and multitask.
- To be able to manage interruptions whilst continuing to produce a good standard of work.
- To be confident when dealing with clients & visitors
- To have great attention to detail
- To have good problem-solving skills
- Excellent IT skills
- To demonstrate confidence when dealing with visitors and clients

Desirable:

- Previous experience of reception work or working in a customer service environment

Additional Notes

You will be expected to attend all update training as required.

This Job description is not intended to cover all aspects of the role. You may be required to complete other tasks that are in keeping with the general nature of the position.

Reviewed By:	LG	Date:	25042025
Approved By:		Date:	
Last Updated By:		Date/Time:	