



JOB DESCRIPTION

Job Title:	FRONT OF HOUSE AND INTERNAL EVENTS JUNIOR RECEPTIONIST
Reporting directly to:	SENIOR RECEPTIONIST
Relationships:	SOLICITORS, BARRISTERS, CHAMBERS DIRECTOR, ALL STAFFING TEAMS

Job Purpose:

To work alongside the staffing teams in order to offer the highest quality service to internal and external clients to ensure that St Ives Chambers produces maximum and sustainable profit each year and risks to the business are identified and addressed.

Key Responsibilities:

- To assist the Senior Receptionist to carry out their duties in a professional and courteous manner.
- To provide an excellent level of service to members, staff and clients at all times.
- To provide administrative services in an efficient, timely and effective manner to committees and the staffing team.
- To ensure all activities, actions and monitoring is carried out in accordance with St Ives Chambers Quality Assurance systems and procedures and health and safety.
- To play a part in developing and maintaining a strong friendly and supportive atmosphere within the whole staffing team.
- To help maintain a smooth and productive working environment, in line with staff hybrid working patterns.
- To undertake any training that is required in order to achieve a high-quality standard of practice.

Reception and Client Care

- To work alongside the Senior Receptionist and assist with all reception duties.
- To deputise for the Senior Receptionist in their absence.
- To operate chambers telephone system and add/update contacts as and when



required.

- To prepare conference rooms in readiness for meetings and events.
- To undertake 1st floor reception duties when Conferences/FDR's, Mediations and events take place.
- To assist the Senior Receptionist as and when required in relation to various internal events providing exceptional client care and catering throughout the day.
- To order online, and purchasing locally, refreshments for conferences, provisions for staff kitchens, supplies for cleaners as and when requested. Provide all receipts to the Business Administration Team for charging purposes.
- Deal with all incoming and outgoing post, including couriers and deliveries. Operate the franking machine and ensure credit values are topped up.
- To monitor the car park and record appropriate charging.
- To ensure the kitchen areas are kept neat and tidy.
- To be responsible for checking daily that all kitchens are well stocked with sundries (tea, coffee, milk etc) as well as the periodic checking that facilities are in good working order.
- To book in and out all clients and visitors to chambers in line with GDPR.

Administration

- To assist the staffing team in providing administrative support as and when required (printing, scanning documents, data entry and daily checks).
- To assist the Marketing and Events Officer with Pupillage administration tasks as and when required.
- To report any service or fault issues (franking machine, printers etc.) to the Trainee Operations and Business Finance Manager to ensure services are running as smoothly as possible.
- Identify any supplier issues and report to Operations and Business Finance Assistant (bin collections, water deliveries, milk deliveries, pest control etc).
- To provide members charging information (stationery, postage/couriers and car parking) to the Operations and Business Finance Assistant.
- To update several Chambers laptops on a weekly basis and report technical faults to



Operations and Business Finance Assistant or Ndaxi.

- To provide IT support as required.

Health and Safety

- To report any health and safety concerns to the Business Administration Team.
- To assist with fire evacuation in absence of Senior Receptionist.
- To report any disabled visitors to Fire Marshals and First Aiders onsite.
- To undertake various training as agreed (First Aid and Fire Marshall etc).

Statutory Compliance

- Implement and maintain accurate records and compliance with procedures as set out in the Receptionist office manual.
- Attend any staff meetings and out of hours events as required.
- Implement the Quality standards, Best Practice Protocols and all St Ives employee procedures as required.
- To carry out other additional duties as may be required.



Person Specification

Front of House and Internal Events Junior Receptionist

Requirement	Essential/ Desirable
Qualifications / Education / Training: • Good level of Numeracy and Literacy • BTEC and/or GCSE qualifications including Maths and English	Essential Essential
Experience: • Previous experience in working in professional services environment	Desirable
Knowledge: • Previous Knowledge of IT systems • Microsoft 365, Teams, Word, Excel	Essential Essential
Skills & Competencies: • Excellent Interpersonal skills • Excellent telephone manner • Excellent attention to detail • Strong prioritisation skills and ability to manage own workload • Good team player • Excellent communication skills	Essential Essential Essential Essential Essential Essential
Personal Attributes: • Flexible and willing to help • Reliable	Essential Essential
Other: • Awareness of high service client care requirements	Desirable
Motivation: • Strong commitment to delivering a high-quality service • Demonstrates drive • Proactive approach to work • Hardworking and conscientious individual	Essential Essential Essential Essential