

Position Description - Administrator/Receptionist

Our People focus	Our Professional focus	Our Client focus	
Support	Knowledge Database	Financial Support	Client Care
<ul style="list-style-type: none"> • Assists with typing, photocopying, scanning and binding in a timely and accurate manner • Ensures the office and client areas are tidy, including the kitchen (dishes, watercooler and supplies) • Ensures meeting rooms are prepared and reset for clients • Ensures stationery and photocopier supplies are stocked • Attends to Deeds maintenance including responding to Deeds requests from other branches • Allocates inward comms to Fee Earners and Legal Secretaries • Maintains diary for appointments, client meetings and settlements • Ensures documentation preparation is completed efficiently and accurately • Works promptly and calmly under stress • Assists with daily filing of incoming correspondence, documents within practice management system; maintains files and documents • Accurately uploads appropriate AML documentation to <i>Vigilance</i> and ensures that AML processes are completed in a timely fashion • Opens and closes client matters in the practice management system in a timely matter and updates client details as required • Assists with preparation of initial documentation and administration for new client matters, including letters of engagement and setting up matter workflows • Assists with event planning and organising catering for any on/off-site events • Gives administrative support as requested by Partners, Solicitors, Support Staff, Operations Team or other Parry Field staff 	<ul style="list-style-type: none"> • Familiarity with the practice management system and other databases, the location of documents, their content, layout and usage. • Knowledge of documents and precedents. • Competence in operating the printer, scanner and any other technology. • Exercises a high degree of confidentiality and discretion in line with professional expectations 	<ul style="list-style-type: none"> • Accurately charges disbursements to clients as they are incurred eg courier, postage, photocopying, document fees, etc. • Understands basic accounting principles. • Takes client credit card, eftpos and cash payments in accordance with firm policy, ensuring that receipts are given to clients where requested. 	<ul style="list-style-type: none"> • Competently takes phone calls, greets clients and other visitors, ensuring that they are looked after and feel welcome • Maintains an “easy” relationship with callers on the phone • Passes on messages from clients to fee earners in a timely and accurate matter (phone numbers and message content are accurate) • Shows initiative in assisting fee earners with drafting responses to client queries which require little or no amendment by the fee earner • In the absence of the fee earner, ensuring that all incoming correspondence is dealt with in a timely manner whether that be by the Legal Secretary or by alternative staff.