



## Senior IT & Facilities Assistant

<b>Practice Area</b>	Operations
<b>Line Manager</b>	Head of Operations
<b>Hours</b>	36
<b>Location</b>	Hertford

### About Longmores

Longmores is a progressive firm of specialist solicitors renowned for its professional yet personal service that has been advising businesses and individuals in Hertfordshire and across the country since 1819. All our solicitors and fee earners are specialists in their respective areas of law acting for a wide range of commercial, private and public sector clients.

We are ranked in the legal directories [Chambers UK](#) and [The Legal 500](#) and hold many accreditations including Lexcel, Customer Service Excellence, Cyber Essentials+. Everything we do is underpinned by our core values:

- Open and honest
- Working together
- Valuing people
- Taking pride in what we do

Find out more about the firm at [www.longmores.law](http://www.longmores.law)

### About the role

The Senior IT & Facilities Assistant role is to support the Head of Operations with the daily IT & Facilities processes and procedures necessary to manage an effective and efficient central support function for the firm. You will cover for the Head of Operations as far as possible during her absence. You will be expected to work both independently and as a team member within the Operations Team and the firm as a whole.

### Skills, experience, and qualifications

#### ICT

- To be first line contact for IT Maintenance Company, Telephone Providers (mobile and VOIP) and Multi-Function Printer Supplier
- To report central problems
- To assist staff with IT issues in conjunction with IT maintenance provide

- To complete Starter and Leaver forms for IT Maintenance Company
- To ensure that Starters have all necessary equipment and that it is set up and tested prior to a new member of staff joining
- To ensure that all IT equipment is returned when a member of staff leaves
- To maintain an IT inventory to include equipment, licences and spare stock
- To ensure the Server room is tidy.
- To arrange proper removal and destruction of broken equipment
- Ordering of IT related equipment upon authorisation by the Head of Operations

## **Facilities**

- Organize the annual fire extinguisher service and arrange evacuation fire drills
- Ensure fire marshall training is up to date and there are sufficient marshalls
- Ensure that first aid training is up to date and there are sufficient first aiders
- Completion of Buildings and Contents insurance application forms and ensure that insurance is in place in a timely fashion
- Arrange regular PAT testing
- Arrange regular boiler service
- Liaise with external maintenance provider and cleaners
- Arrange workstation assessments and order equipment upon authorization by the Head of Operations
- Order premises equipment and furniture upon authorization by the Head of Operations
- Monitor and/or arrange visits by suppliers, eg. Hygiene, pest control, waste disposal, building and fire alarm.
- Arrange visits for and liaise with contractors when appropriate
- Maintain the access control system and liaise with supplier as necessary
- Liaise with the cleaning/maintenance contractor in Head of Operations absence
- Maintain and restock first aid kits
- Maintain book renewals and order new editions
- Responsible for subscriptions and magazines

## **About the person**

- IT qualification
- Minimum of 2 years' experience in a similar role
- Emotionally intelligent
- Calm, compassionate and empathetic
- Ability to work under pressure
- Excellent IT skills
- Attention to detail
- Hands-on approach
- Strong organisation skills
- Well-spoken and presentable
- Flexible

## **General requirements**

- To work within the Operations Team and within the firm as a whole wherever your assistance may be required
- Some Manual work is required for this role, but full Manual Handling Training will be provided

- To perform any duty or responsibility not specifically referred to above, which may be reasonably requested by the Head of Operations
- To maintain a high level of confidentiality
- To deal with colleagues, clients and other external contacts in a friendly, courteous and efficient manner
- To observe the firm's policies, rules and procedures
- To act in the best interests of the firm at all times

*This job description is not intended to be exhaustive and detailed statement of the duties and responsibilities of the post. It will be reviewed after discussion between the employee and his/her line manager on an annual basis during appraisal and at other times should the need arise.*

### **How to apply**

Please email Su Turley, Head of Operations, at [su.turley@longmores.law](mailto:su.turley@longmores.law) with your CV and a covering message explaining your interest in the role.