



Operations Assistant

Practice Area	Operations
Line Manager	Su Turley
Hours	36
Location	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

About the role

You are appointed to work as an Operations Assistant for the firm and are primarily responsible for the accurate recording and storage of information. You will be expected to work both independently and as a team member within the Operations Team and the firm.

Skills, experience and qualifications

Archiving

- Retrieve and deliver file and documents requests at dedicated times during the day, ensuring that all requests are signed for and accurate records are kept

- Maintain and accurately update database records of archived files and documents, ensuring the movement of such documentation can be monitored in line with the firm's file and document retention policies and retrieval procedures
- Maintain a reviewing process of files, adhering to the firm's file retention policy. This ought to be carried out on a yearly basis, or when appropriate.
- Regularly liaise with departments and archive closed files and documents on a rotational basis
- Ensure that all storage areas are tidy and compliant with health and safety standards
- Arrange for offsite storage as part of the file reviewing process and arrange for file destruction with storage provider as appropriate.
- Retrieve offsite files, when requested and keep accurate records of their movements in accordance with the firm's procedures.

Operations

- Collect, open, and scan the post each morning
- Provide Reception cover at lunchtime and as required
- Provide support and assistance with ad-hoc tasks to the Operation team, when required.
- Assist the Senior IT/Facilities Assistant with tasks, as required and cover holidays and absence

Shared

- Deliver and collect DX
- Order and maintain staff refreshments for kitchens, reception, and meeting rooms
- Order and maintain kitchen essentials including kitchen cleaner
- Order heating oil
- Order and collect milk
- Unload dishwasher each morning
- Cancel the newspapers when appropriate
- Order filters for the hot water urns
- Carry out the monthly emergency lighting tests

About the person

- Excellent IT skills
- Accuracy and attention to detail
- Hands-on approach
- Strong organisation skills
- Well-spoken and presentable
- Flexible
- Approachable
- Ability to follow procedure
- Team player.

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 willingly perform any duty or responsibility not specifically referred to above, which may be reasonably requested by your line manager.
- 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
- To respect your colleagues, their role, opinions and personal space.

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 with your CV and a covering message explaining your interest in the role.