



Receptionist – FTC Maternity Cover

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, ISO9001, WIQS, CQS and 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 as receptionist for maternity cover on a fixed term contract between 1st August 2022 and 9th October 2023, and are responsible for being front of house for Longmores. You are to work with the members of Operations Team in carrying out your role and assisting with their roles. You will be expected to work as a team member within your practice area and the firm.

Skills, experience, and qualifications

Reception

- Answer the reception telephone in a polite and courteous manner in accordance with protocol guidelines

- Take messages when appropriate and immediately pass to relevant secretary/fee earner
- Keep a record of telephone new enquiries and enter onto Enquiries spreadsheet
- Distribute the enquiries in the Enquiries inbox and enter these onto the Enquiries spreadsheet.
- Monitor receipt of faxes in the Enquiries inbox and forward to the relevant person
- Be professional at all times
- Assist with booking meeting rooms and meeting and greeting attendees
- Ensure that the reception area is tidy and welcoming.
- Ensure that meeting rooms are tidy between meetings, when appropriate
- Print holidays and absences from the central calendar and add to the reception diary
- Receive incoming post and packages including keeping accurate records of hand delivery items, scan the hand deliveries and send to relevant person.
- Prepare and frank post for collection (PM)
- Order and maintain refreshments for kitchens, reception, and meeting rooms

Operations

- Take, type, and distribute minutes from the bi-monthly Operations Meeting
- Arrange Team lunches
- Carry out the weekly fire alarm test
- Assist Practice Areas with the scanning, copying, or faxing of documents as required
- Provide support and assistance with ad-hoc tasks to the Operation Team

Shared

- Provide assistance with opening and scanning post when required
- Unload dishwasher each morning
- Help marketing with events.

About the person

- Excellent IT skills (Excel a must)
- 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
- To 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.

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.