

## HATCH BRENNER

**JOB TITLE:** Receptionist and Secretarial Support

### HATCH BRENNER:

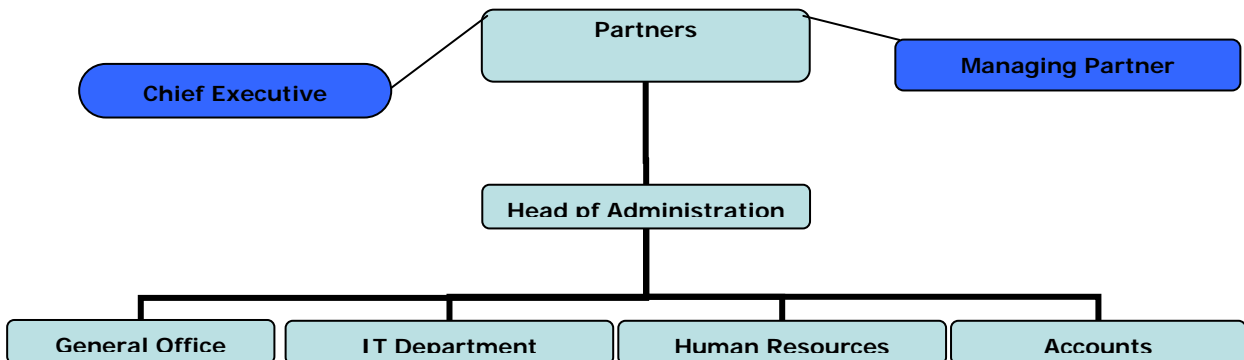
HATCH BRENNER was formed in 1992 by the amalgamation of Hatch & Hatch and a large part of Crotch Brenner & Dunkley.

Both firms have been providing legal services throughout the United Kingdom for over one hundred years.

Hatch Brenner aims to provide a full legal service to the highest standards of professional expertise and integrity for family and commercial clients. Personal service and discretion are of crucial importance.

The firm now comprises a team of 13 solicitors and 3 legal assistants trained in all aspects of the law. There are 9 people in the administration team and the receptionist role forms part of the General Office Facility.

### DEPARTMENT PROFILE:



### ROLE OVERVIEW/SUMMARY:

We are looking to recruit an experienced Receptionist on a permanent contract. The successful candidate will be required to provide a high level reception facility, ensuring front of house and client areas are maintained to a high standard. You will act as the first point of contact to meet and greet visitors to the reception area, so therefore you must be professional, welcoming and efficient at all times. You will also be required to carry out administration and basic secretarial tasks as and when required.

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### DUTIES & RESPONSIBILITIES:

- Answering telephone calls as a main switchboard operator
- Front of House Reception
- Meeting and greeting visitors
- Assist with duties to include audio typing
- Assisting with preparation and management of meeting rooms
- Set up for meetings, provide refreshments as requested
- Clearing away after meetings
- Assist with keeping the office and kitchen areas safe and tidy
- Monitoring stationery and ensuring suitable levels of stock are maintained
- Management of security passes and key records
- Control of Fire/Health & Safety Log
- Control of First Aid Log
- Ad-hoc duties on request

### ESSENTIAL / DESIRED SKILLS & EXPERIENCE:

- Previous telephonist/ receptionist experience of working in a legal or professional services environment including basic secretarial skills
- Excellent call handling skills
- Typing 80 words per minute
- Professional and Friendly attitude

### QUALIFICATIONS:

- Candidate to provide experience profile

### SOFTWARE SKILLS:

- Strong IT skills including intermediate knowledge of Switchboards, Word, Excel and Outlook
- Good keyboard skills

### PERSON SPECIFICATION:

- Excellent communication skills
- Excellent literacy skills
- Good handwriting
- Strong team player
- Confident
- Enthusiastic & keen to learn new skills
- Accurate and a keen eye for detail
- A professional & efficient approach to work

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- Able to pick things up quickly
- Co-operative
- Flexible
- Friendly and approachable
- Willing

### ADDITIONAL INFORMATION:

**REPORTS TO:** Maria Chryssafi

**TYPE OF ROLE:** Permanent

**HOURS:** Monday to Friday 8:30am to 5:15pm

**SALARY:** TBC

**BENEFITS:** 25 days holiday P.A.

### CONTACT DETAILS:

**CONTACT NAME:** Maria Chryssafi

**ADDRESS:** 4 Theatre Street, Norwich NR2 1QY

**TELEPHONE:** 01603 660811

**WEBSITE:** <http://www.hatchbrenner.co.uk/>