



Receptionist

Job Description

Job Title	Receptionist
Team Leader	Reception Manager
Team:	Reception

JOB PURPOSE

To deliver a professional first-class service to all clients, staff and other visitors for both the Bishop's Stortford and London offices.

DUTIES AND RESPONSIBILITIES

Client	» Operation of main switchboard including the detailed logging of all calls received. » Welcoming of clients and other visitors to the office. » Redirect computer email faxes as received to the correct department/individual
Bookings	» Maintaining the meeting room booking diaries. » To set up the meeting rooms in accordance with the booking (e.g organise refreshments/lunches, set up IT equipment and troubleshoot any technical problems.). » Organise couriers as and when requested.
Office administration	» Recording any cheques or cash that are left with reception by clients. » Franking mail and taking to the post box on departure » Sorting and distributing post » Stationery and printer paper stocked » Responsible for petty cash and stamps » Provide administrative assistance to our document storage team » Create and keep a thorough record of ID passes issued.

- » Assist with office admin work for fee earners as and when required.
- » Order milk, coffee and refreshments for the office as required
- » Work between the London and Bishop's Stortford office.

ABOUT YOU

- » GCSE's (or equivalent) in English and Maths at grade C or above.
- » Confident using Microsoft 365, including Outlook, Word and Excel.

BEHAVIOURAL COMPETENCIES

We expect every person throughout the firm to exhibit behaviours rooted in our core values, and that each individual fully embodies these values. Our values are:

- » Approachable
 - Communicates clearly and professionally in writing and in person, adapting to the audience and confirming understanding.
- » Integrity
 - Maintains confidentiality and handles client information securely, sharing information only on a need-to-know basis and in line with data protection requirements.
- » Professional
 - Behaves professionally in all interactions with clients, other visitors and colleagues, and communicating promptly and accurately.
- » Dynamic
 - Plans and manages time well, balancing routine administration with ad hoc requests and communicating if timelines are at risk.
 - Prioritises tasks based on urgency and impact and seeks guidance when priorities conflict.
 - Shows initiative by progressing tasks independently where appropriate, spotting gaps, suggesting improvements, and checking in when decisions are needed.
 - Meets deadlines by tracking actions, following up promptly, and keeping relevant people updated on progress.
 - Works effectively under pressure, maintaining accuracy and professionalism when managing competing demands.

ADDITIONAL INFORMATION

- » This is a full-time office-based role, with Monday – Thursday in the London office and Friday in Bishop’s Stortford. The working pattern/hours agreed with the Team Leader.
- » The duties set out in this job description are not exhaustive and may change in line with business needs, following discussion with the post-holder.

Updated: 4 August 2026