

## Job Description

**Job Title:** Operations Assistant  
**Team:** Operations  
**Reports to:** Operations Team Leader  
**Date:** September 2025



### Purpose of Job:

To provide a range of general office, administration, telephony, business lounge services and operational support to groups and individuals within the firm.

### Main Activities:

- Handle and process effectively all incoming calls in a timely, professional, courteous and helpful manner.
- Welcome all clients and visitors to the firm in a timely, professional, courteous and helpful manner.
- Undertake various routine administrative tasks, such as:
  - Photocopying and binding of documents and plans
  - Routine maintenance and support of photocopiers
  - Scanning of documents
  - Filing
  - Stock control and replenishment of stationery and branded stationery items
  - Deliveries to and collections from external organisations
- Post related duties including:
  - Opening, processing, sorting and distributing all incoming post/DX
  - Collecting, sorting and preparation of all outgoing post/DX
  - Liaison with external courier services
  - Taking deliveries by hand as and when required
- Records management:
  - Archiving and retrieval of information using appropriate systems.
- General facilities tasks (responsibility for the tidiness of your own work space and the general office environment including communal resource areas and kitchen facilities).
- To ensure the business lounge is maintained to the highest standards:
  - Meeting rooms to be regularly checked and any defects reported immediately;
  - Prepare and clear down meeting rooms before and after meetings; and
  - Publications and newspapers to be kept up to date.
- Preparation/provision of refreshments and other catering requirements for meetings and visitors to the designated meeting room and at the time specified.
- Provide general support in a professional, courteous and helpful manner to internal staff and external clients.
- Maintain confidentiality of all client and other sensitive information whilst under your control.

- Assist with a wide range of administrative tasks.
- Demonstrate a willingness to undertake new tasks and duties and to work in or support other areas of the business as work peaks require.
- Any other tasks or duties reasonably requested to undertake and qualified to perform.
- Continuously seek opportunities to develop personal effectiveness.

**Knowledge / Skills / Experience:**

- minimum of 3 GCSE's, or equivalent, including maths and English at Grade 4/C or above;
- high standard of interpersonal and communication skills, especially in the context of client service;
- ability to perform effectively in a team environment;
- ability to work flexibly and respond to a changing environment;
- good knowledge of Microsoft Office and accurate keyboard skills;
- ability to prioritise;
- knowledge of the services which the firm delivers

**Desirable but not essential:**

- full clean driving licence;
- switchboard/call handling experience;
- experience of working in a professional services environment.



**Trust**



**Teamwork**



**Responsibility**



**Care**

## **Our Values & Behaviours**

### **Trust**

#### **We trust each other to do the right thing**

- Respect and treat each other fairly
- Be honest, open and transparent
- Be yourself and empower others to do what they do well
- Value and recognise each other

### **Teamwork**

#### **We are one team and work selflessly for each other**

- Be aware of your impact on others
- Be clear about what you expect from others
- Plan, organise and prioritise your time
- Coach others to be their best
- Support and delegate to others
- Work hard for the collective, not for individual gain

### **Responsibility**

#### **We are self-starters and take responsibility for how we work together and communicate**

- Be positive and enthusiastic
- Communicate – listen, ask questions and share knowledge
- Embrace feedback
- Challenge ourselves and others to deliver success
- Have great conversations, including the difficult ones

### **Care**

#### **We care about our people, clients and community**

- Help and look out for each other
- Understand, support and learn from each other
- Be proactive and make a difference
- Be kind to yourself and others

#### **Additional notes or information:**

The duties and responsibilities in this job description are not exhaustive.