

## Experienced Receptionist / Front of House

### The role

The purpose of the role is to effectively welcome all visitors to the firm in a professional, courteous and helpful manner whilst projecting the brand and values of the firm at all times. You will also provide administrative support to other teams when needed.

It is essential that the successful candidate will:

- have extensive experience of working in a professional services firm or hotel environment
- maintain a smart and professional appearance at all times
- have a good knowledge of operating switchboards
- be able to work flexibly and to respond to a changing environment
- have high standards of interpersonal and communication skills, both verbal and written
- have excellent organisation skills and the ability to prioritise workload
- be able to perform effectively in a team environment

So what else are we looking for? Muckle is full of bright, enthusiastic, colourful and confident people. We'd like to welcome someone who is proactive and a self-starter with a strong receptionist background. But above all we want to find a strong team player, who can work independently and as part of a team.

### Our Team

Muckle LLP is the leading North East law firm for business. We have developed a specialist practice that provides business people with first-class expert advice. We are dedicated to providing our clients with the best advice and service that we possibly can. We combine City-quality advice with the friendly, collegiate feel of the North East. We know that each client is different and each of our specialist teams consistently offers enthusiasm and expertise tailored for specific needs and situations. The right advice is only right for that client; there is no one-size-fits-all solution.

Our front of house team is a key part of the wider Muckle LLP team, which is around 150 people strong. We all work together in one open plan office so there are no closed doors, just close working relationships. Muckle LLP is full of bright, enthusiastic, articulate, colourful, confident people. People who live and breathe our core values:

- Trust – we trust each other to do the right thing
- Teamwork – we are one team and work selflessly for each other
- Responsibility – we are self-starters and take responsibility for how we work together and communicate
- Care – we care about our people, clients and community

We care deeply about our local community too, and create lots of opportunities for employees to give back and make a difference. For example, you could use your two days' paid volunteering leave to support a local cause you care about, or nominate them to receive a grant from our charitable fund at the Community Foundation.

From workplace running, cycling and walking clubs to fun events organised by our BEAM (Being Engaged At Muckle) team, we've created a unique culture which has been recognised by a number of awards:

- Investors In People Gold award accreditation
- Investors In People Health and Wellbeing accreditation
- North East Better Health at Work Silver award
- Journal North East Best Place to Work (Medium Sized Company) award

So how does all that sound? If you're looking to work in a friendly, open environment and want to develop your career in a forward thinking, commercial North East law firm, then this is an excellent opportunity.

To apply, please email your CV together with an introductory letter outlining your salary expectations to [recruitment@muckle-llp.com](mailto:recruitment@muckle-llp.com). Best of luck!

## Job Description

**Job Title:** Business Lounge Assistant  
**Team:** Business Lounge  
**Reports to:** Business Lounge Team Leader  
**Date:** March 2019



### Purpose of Job:

To effectively welcome all visitors to the firm in a professional, courteous and helpful manner whilst projecting the brand and values of the firm at all times. To provide support to individuals within the team and others in the firm.

### Main Activities:

- Welcome all clients and visitors to the firm in a timely, professional, courteous and helpful manner.
- Maintain a smart and professional personal appearance at all times.
- Ensure the tidiness of the business lounge and all its facilities and that all publications/newspapers are kept up to date.
- Monitor and manage multiple diaries across our meeting room suite.
- Assist our business development team to deliver a busy schedule of in-house events.
- Check all meeting rooms and make sure they are maintained to high standards.
- Prepare and clear down meeting rooms before and after meetings.
- Make and provide refreshments for meetings and visitors.
- Maintain confidentiality of all clients, client papers and correspondence whilst under your control.
- Assist with a 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.
- Perform any other task or duty reasonably requested to undertake and qualified to perform.
- Continuously seek opportunities to develop personal effectiveness and undergo internal/external training as appropriate.

### Knowledge / Skills / Experience:

- Experience of working in a professional services, hotel or concierge environment essential.
- The ability to work flexibly and respond to a changing environment essential.
- High standards of interpersonal and communication skills, both verbal and written especially in the context of client services essential.
- Good organisation skills and ability to prioritise workload essential.
- Ability to project the brand and values of the firm at all times essential.
- Ability to perform effectively in a team environment essential.
- Ability to work on own initiative.
- Full clean driving licence desirable.
- Prior hospitality experience desirable.
- An understanding of the services which the firm delivers desirable.



**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.



# the **why**?

## **Which way is North?**

The Muckle Way is all about setting our compass. Making sure we all know why we need to pull in the same direction and what we need to do to achieve our vision.

## OUR VISION

To be the North East law firm of choice for businesses and organisations. To remain independent employing the best people in the market who are leaders in their field.

## OUR PURPOSE

To provide the best advice and service we possibly can, profitably.

## OUR STRATEGY

**Independence** – we celebrate our North East roots and are free to choose who we are and how we work.

**Geographical reach** – the North East is our heartland, but we look after clients across the UK and beyond.

**Culture & people** – we are one of the North East's best places to work, filled with exceptional people working as one team.

**Our community** – we care deeply about the North East's communities, businesses, people and environment.

## LEADING THE WAY

It's our directors' and partners' responsibility to lead the way. They will:

**Set direction** – clearly outlining what we want to achieve as a business.

**Drive focus** – making clear and timely decisions on things that matter.

**Live our values** – lead by example, practically demonstrating our values and behaviours.

**Build trust** – support a working environment that nurtures trust and belonging.

**Recognise success** – recognise that success is defined not only by 'what' we do, but 'how' we do it.

**how** we work

# our values & behaviours



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# what we deliver our service

## WE ARE REAL PEOPLE

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TEAMWORK is important to us, but the success of our team is dependent upon the individuals within it. Whilst our service should be delivered consistently, we encourage our people to develop and use their individual style to build TRUST.

- › Use plain English
- › Avoid using jargon or exclusive language
- › Reflect our standards and house style
- › Make things happen, don't sit back

## WHO BUILD STRONG RELATIONSHIPS

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We are commercial, practical and adapt to the collective needs of our clients, our communities and our people. We take RESPONSIBILITY for having great conversations that build strong, lasting and profitable relationships.

- › Think commercially and look for opportunities that will enable us to drive profit and growth
- › Proactively make new connections and get to know existing contacts better
- › Cross-sell and spot opportunities for clients and colleagues

## WE DO WHAT WE SAY

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We clearly outline what we're going to do right from the start of a piece of work. If the unexpected happens, we're upfront and explain how the changes affect our work as soon as we can. It's all about taking RESPONSIBILITY for keeping our promises.

- › Understand, agree and meet expectations
- › Identify potential problems and risks early
- › Understand our risk management procedures
- › Keep finances in order

## ON TIME, IN BUDGET

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We outline when people can expect work to be completed and estimate how much it will cost. We also take RESPONSIBILITY for making sure work gets done on time and clients don't pay more than they've agreed.

- › Make profitable decisions
- › Respond to queries quickly
- › Outline how changes affect time and costs
- › Bill clients promptly with no nasty surprises

## WITH EXCELLENCE, EVERY TIME

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Technical excellence is what's expected of us. From our support teams to our solicitors we want everyone to aspire to the highest level possible. We CARE about quality and always seek to improve.

- › Deliver technical excellence always
- › Develop your own knowledge
- › Comply with SRA rules
- › Always ask 'what could we do better?'





the **difference** we make  
our  
corporate  
responsibility

It may not be part of our service, but being a responsible business is very much part of The Muckle Way.

We engage in our CSR activities because we care deeply about supporting the North East Communities in which our people, their families and their friends live and work - it is simply the right thing to do.

We don't restrict our support to the North East, but it is where we think we can collectively make the biggest difference, and there are lots of ways you can help.

**Give money** – through our grant giving and match funding facilities

**Give time** - through your 2 days annual volunteering leave

**Give expertise** – with free legal advice and professional services

**Think green** – live and work as environmentally friendly as you can

**Promote** – share how you support communities to encourage others

**Have fun** – choose to give back in a way you personally enjoy



## Invest

In our people,  
our clients and  
our communities,  
whilst retaining  
our independence



Engaged  
People

Our  
**success**



Engaged  
Clients



Profit and  
Growth



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