

Operations Assistant (Apprentice)

The role

The primary purpose of the role is to provide a range of general office, administration, telephony, reception services and operational support to groups and individuals within the firm. The work will include:

- Undertake various routine administrative tasks;
- Post related duties;
- Records management;
- Handling and processing incoming calls;
- Welcoming clients and visitors to the firm.

So who are we looking for? We are looking for someone with excellent interpersonal and communication skills and with the ability to perform effectively in a team environment. The successful candidate will have a minimum of 3 GCSE's, or equivalent, including Maths and English and be willing to study a Level 3 Business Administration Apprenticeship. Candidates with a full clean driving licence would be desirable.

Our team

Our operations team is a key part of the wider Muckle LLP team, which is around 150 people strong. We are all based at a single site office in central Newcastle upon Tyne – a city we have operated from for over 100 years.

Our people and values

Our business 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

It means, no matter who is involved, our clients receive the same excellent service from people who do what they say, on time and on budget, every time. That's the Muckle way!

Our culture

We want everyone to understand how our business is run and we encourage all of our people to get involved. We are also proud of the communities in which we live and work and give our people lots of ways to support them.

For example, you could use your 14 hours' paid volunteering leave to support a local cause you care about or nominate them for a grant from our Muckle Fund at the Community Foundation.

From workplace running, cycling and walking clubs to fun events organised by our BEAM (Being Engaged At Muckle) team and participation in our Green Team to help make the business as environmentally friendly as possible, we've created a unique and award winning place to work:

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



We are really proud of the results of our recent Investors In People survey, in which 98% of our people believe Muckle is a great place to work and 100% share the firm's values. Our overall results place Muckle LLP in 147th position for ALL Investors in People organisations (of which there are over 10,000 throughout the world) and **2nd for legal firms with between 50 to 249 employees!**

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.

Best of luck!

Job Description

Job Title: Operations Assistant
Team: Operations
Reports to: Operations Team Leader
Date: March 2019



Purpose of Job:

To provide a range of general office, administration, telephony, reception 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
 - Forwarding faxes to the appropriate recipient.
- 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 are 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;
- 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;
- either have, be working towards or prepared to study NVQ level 2 in business administration or customer service;
- 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.



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

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

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

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

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

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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