



Receptionist/Operations Clerk

At Kirwans, we pride ourselves on delivering an outstanding level of customer service. Our objective and focus is service and we are constantly recruiting for exceptional staff who can demonstrate this common goal. We are currently looking for an experienced Receptionist/Operations Clerk at our Liverpool office to cover reception duties and to assist with all general office duties.

Reception Role:

Duties will include:

- To process all incoming telephone calls with no undue delay and in a courteous, helpful and professional manner.
- The welcoming of visitors to the building in a polite, helpful, friendly and professional manner.
- Informing the relevant parties that visitors have arrived.
- The booking of internal meeting rooms using the IT systems.
- Ensuring the reception and meeting room areas are immaculately kept at all times.
- Working as part of a team and using own initiative to ensure a seamless service for all clients/visitors.
- The role encompasses a high degree of responsibility to project the image and ethos of the firm at all times.
- To supervise all reception staff to ensure the above is being adhered to.
- Assisting with ensuring that internal and external mail is distributed effectively.
- To assist the Practice Management and IT departments with the facilities management of services and processes in the Liverpool office.

Operations Clerk Role:

Duties will include:

- Assisting the Operations departments with various administration duties – this includes the Practice Management, Accounts, Marketing and IT Departments.
- Assisting with credit control procedures and processes.
- Assisting with archiving files and administration of archiving.
- Managing all postal duties.
- Booking couriers.
- Filing, photocopying and binding.
- Updating of contact lists.
- Scheduling meeting rooms and providing refreshments.
- Collecting and distributing post and court deliveries.
- Some data entry duties will be included.
- Helping to ensure the smooth running of the office.
- To assist with supplies control (stationery, refreshments and general supplies).
- To assist with health and safety.



- General office tidiness.
- General maintenance of office equipment (photocopiers, faxes etc).
- The role involves supporting and assisting fee earners in the firm in carrying out their duties.

To be considered for this excellent opportunity, the attributes required are:

- Previous reception/front of house duties.
- Previous administration experience.
- Excellent communication skills, both oral and written.
- Excellent customer service skills.
- Ability to form good relationships with customers and colleagues and to work as part of an effective team.
- Well organised, with a clear and professional manner.
- Well presented, punctual, confident, friendly, helpful and self-motivated.
- Flexible in your working approach with the ability to multi-task and prioritise workloads.
- Fully trained on modern telephone systems.
- Exceptional interpersonal and communication skills, especially in the context of client care and the ability to communicate effectively with a wide range of people.
- To have a professional and polished personal presentation and to take pride in your appearance.
- Excellent IT and administrative skills.
- To be motivated, enthusiastic and take a proactive approach to work.
- To use own initiative but to understand the role of teamwork in providing a quality service.
- High levels of attention to detail.
- High levels of confidentiality and security of the firm's and client documentation and information.
- Trustworthy and reliable.
- Good working knowledge of MS Windows, Office, Excel and PowerPoint.
- High levels of confidentiality and security of the firm's and client documentation and information.

This role offers the opportunity to join an established and progressive law firm. You will also be offered excellent training and development and will have the opportunity to develop your career.

Please send your CV and covering letter to sbirchall@kirwans.co.uk.