



GARDEN COURT CHAMBERS LIMITED

JOB DESCRIPTION - JUNIOR RECEPTIONIST

Reporting to: Senior Receptionist

Based within: Services Team

Job Description:

Duties

1. Responsibility for ensuring that reception is adequately covered at all times. Providing duty rota availability (if applicable) in advance on a 4 weekly rolling basis to the Senior Receptionist.
2. Checking ground floor kitchen supplies and ordering consumables which meet the requirements of Chambers' Ethical and Environmental Policy and provide good value for money.
3. Monitoring conference room bookings and making adjustments where possible to help provide the best available facilities for all users.
4. Liaising with Operations Manager with regards to conference room bookings on exceptionally busy days and for external hirers.
5. Training other junior staff on the switchboard so that they can provide temporary cover if necessary.
6. Carrying out reception/switchboard duties, including:
 - a) Answering the telephone quickly and efficiently
Dealing with incoming calls in a polite and courteous manner
 - b) Explaining the voicemail system to customers and, where necessary, taking messages and ensuring that they are passed on to barristers/staff, preferably via voicemail
 - c) Using the computer diary to locate individual barristers
 - d) Greeting visitors that attend reception e.g. individuals attending conferences, instructing solicitors etc
 - e) Making tea/coffee for visitors
 - f) Dealing with deliveries/items for collection
 - g) Booking couriers and filling in the Courier Record Book

- h) Issuing visitors passes to conference and events attendees
 - i) General upkeep of reception room, i.e. the provision of flowers and appropriate magazines/newspapers/toys for children
 - j) Ensuring that conference rooms and other public areas of chambers are tidy, water coolers full and supplies of refreshments maintained
 - k) Sending out Chambers brochures and other information on request
 - l) Providing Chambers' Finance Department with monthly billings for car park usage.
7. Managing equipment and resources relevant to client hospitality in the kitchens and conference rooms and keeping these areas clean and tidy during and at end of day.
 8. Providing a handover to evening security staff at the end of the business day.
 9. Providing support to the Marketing Officer and Chambers' Administrator in preparation for seminars and events, including attendance at evening or early morning events for which appropriate notice will be given.
 10. Training of and providing support to temporary receptionists and reception cover and duty rota as required.
 11. Assisting other members of the Services Team when able to.
 12. Hours of operation(on a shift/rota pattern by prior arrangement with line manager):
 - a) 08:30 to 17:00 (lunch hour: 12:30 to 13:30) or;
 - b) 09:30 to 18:00 (lunch hour: 13:30 to 14:30) or;
 - c) 10:00 to 18:30 (lunch hour: 14:00 to 15:00)

On occasion Receptionists may be asked to work from 08:00 to 17:30 by prior arrangement