



## JOB DESCRIPTION

### Front of House/Chambers Personal Assistant

This document provides a description of the roles and responsibilities of the Front of House/Chambers Personal Assistant/Marketing Assistant at 18 St John Street Chambers. This is a full-time and salaried role. Duties are performed from Chambers' premises.

This role reports to and is line-managed by the Chambers Manager. The scope of the role and duties are periodically reviewed by the Chambers Management Committee. The role will provide assistance in all aspects of the efficient management of Chambers' business including but not limited to providing support to the Chambers Manager and the Chambers Director as directed by the Chambers Manager and/or the Chambers Director in all areas of their functions.

The position is divided into the following areas of responsibility and activity:

#### **PURPOSE OF THE JOB**

##### **1. RECEPTIONSIST/FRONT OF HOUSE**

- a) To provide an efficient telephone call and handling and distribution service including taking and sending email messages to members and staff. Responsible for answering the switchboard, taking and passing on messages and diverting calls to relevant people efficiently.
- b) To organise and administer the arrangement of conferences, consultations, meetings and seminars. This will from time to time include the setting up of conference calls, remote hearings and videolinks. Including organising any catering requirements
- c) To receive and assist clients, visitors and guests to Chambers helpfully and courteously.
- d) To assist in the receipt, administration and processing of all incoming and outgoing mail, including managing a chambers email account.
- e) Assisting with marketing events and working alongside the Chambers Director and Marketing Assistant on developing Chambers.
- f) Relay all complaints to the Chambers Manager immediately in accordance with the Chambers Complaints Procedure.

##### **2. GENERAL ADMINISTRATION**

- a) Sourcing, purchasing and maintenance of all office equipment, supplies for internal events, general supplies and services and ensuring stock levels are maintained.
- b) Produce and maintain a schedule of required works on a regular basis and updated signage around chambers
- c) On-site supervision of building services and maintenance
- d) Ensuring standards of cleanliness and good housekeeping are maintained including Covid-19 workplace requirements
- e) Assist the Chambers Manager with high level contract review of chambers suppliers and negotiate better contracts where appropriate



- f) Assist Chambers Manager with ensuring adequate fire precautions and all matters relating to Health and Safety at Work legislation are in place, including Covid-19 legislation, Fire Marshall
- g) Maintenance of building security and ensuring keeping a record insurance policies are up to date and provide relevant levels of cover
- h) Assisting with the organisation of Chambers functions and meetings
- i) Review and maintenance of members and clients CPD records, assisting with annual renewals for members such as insurance, practising certificates
- j) Join 18 St John Street Wellbeing Committee and work closely with the Head of the Committee.

### 3. PUPIL/TENANCY RECRUITMENT

- a) Assisting the Chambers Manager and Pupillage Committee with regards to the recruitment of Pupils and new Tenants
- b) Arrangement of Pupillage Recruitment/Assessment day
- c) Administration of applications for mini-pupillage

### 4. CHAMBERS DEVELOPMENT & MARKETING

- a) Assisting chambers director and marketing team with receptions for professional clients, chambers events, including social events and chambers dinners in conjunction with the Chambers Manager, Senior Clerks, marketing team and Chambers Director.
- b) Updating chambers website.
- c) Dealing with general marketing administration.

In addition to the duties outlined above, there will inevitably be other tasks which occasionally arise out of the operation of a busy Chambers, where teamwork and co-operation are required. Again, any concerns in this area can be referred to the Chambers Manager.