



*Forward thinking*  
Straight talking

# ***Front of House & Office Administrator***

JOB SPECIFICATION

Gateley /

<b>POSITION:</b>	Front of House and Office Administrator
<b>LOCATION:</b>	Reading
<b>CONTRACT TYPE:</b>	Permanent

## The *role*

An opportunity has arisen to join our National Client Services team. The purpose of this role is to deliver an excellent reception and hospitality service to both internal and external clients, including leading on all day to day office administration matters, and as part of that role, to work with the Office Head and all others in the office in supporting and fostering all office-wide initiatives including all office social and ESG initiatives. This role is primary based in our Reading office but there may be occasions when you will be needed to attend our other UK based offices to provide cover for absence/assist with after work events. The working hours for this role are 37.5 hours per week based on a 7.5 hours shift pattern Monday to Friday between 07:30 and 18:00.

### **Duties & Responsibilities:**

- Inputting of Reservations and data into case management system and double-checking documents and data entry
- Understanding different client needs
- Scanning and preparing documentation
- General administration i.e. filing, faxing, photocopying
- Binding legal documents, preparing plans and folders
- Updating and maintaining databases
- E-filing correspondence
- Assisting with general office maintenance tasks and day to day running of the office
- Assisting with Client room layouts
- Assisting with moving office furniture/IT Equipment as and when required
- Assisting with H&S building checks
- Assisting with the creation of CD Bibles
- Helping to cover reception for Client Services as required during breaks, holiday and absences
- Logging new files onto the archiving system
- Locating and requesting of files that are already in storage
- Destruction of files
- The successful candidate will also provide secretarial support to the partners. You will liaise with multiple stakeholders and clients, proactively organising and managing diaries and taking the lead on tasks to ensure an exceptional and seamless service.
- Involvement in office wide social and ESG initiatives

- This job description is not an exhaustive list due to the requirements of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

## The *team*

With 60 people within our Marketing and Front of House teams, we support on all aspects of marketing and business development across Gateley including internal and external communications, bids and sales, client development, events, digital and marketing projects. Winners of the 2020 Excellence in Sales and Marketing Award at the Greater Birmingham Chamber of Commerce Awards and shortlisted in the 2022 Best Marketing Campaign Award at the Managing Partners Forum Awards, the Marketing team at Gateley has more than doubled in size in five years, reflecting the investment that the business has made in attracting and retaining exceptional marketing talent.

We continue to develop and evolve our proposition and are looking for individuals with a 'can do' mentality to join the team.

## The *person*

The candidate will demonstrate a genuine desire to be part of a rapidly growing team, enthusiasm and the drive to continue learning and be actively involved in business development activities. This role will ideally suit a Senior Associate who has previous experience working in a corporate lending and acquisition finance banking team but we would also consider someone with other transactional banking and finance experience who would like to make a transition.

Candidates will be able to demonstrate the following attributes:

- Previous experience within a similar role
- Knowledge of Microsoft Office and other popular software products (eg Adobe)
- Ability to maintain confidentiality of information
- Strong communication skills (both written and verbal)
- Excellent organisations skills and ability to prioritise
- The ability to work under pressure and meet deadlines.
- Attention to detail and high levels of accuracy
- Ability to multitask
- Flexible, can do approach
- Team player
- Enthusiasm and initiative
- Excellent customer service

The following experience would be desirable but is not essential:

- Previous experience working within the professional services industry
- Previous administrative experience
- A food and hygiene or a reception and hospitality qualification.

## The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

## We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

## *Diversity, inclusion and well being*

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

# Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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