

Forward thinking
Straight talking



Instructions Administrator

JOB SPECIFICATION

Gateley / SMITHERS
PURSLOW

POSITION:	Instructions Administrator
LOCATION:	Glaston
CONTRACT TYPE:	Permanent

The *role*

Gateley Smithers Purslow are looking for an ambitious and talent Instructions Administrator to join the Instructions team in Glaston.

The Instructions Administrator is responsible for dealing with the Company's initial Instructions and Enquiries whilst providing a high-quality customer service. The job holder is expected to support the Executive Instructions Administrator.

You will be responsible for the following:

- To deal with initial enquiries and instructions in an efficient and precise manner
- Clerical duties in support of the department
- Publishing to and updating the Business Management System
- Providing high-quality customer service in an efficient and friendly manner
- Responding to emails
- At all times to comply with the requirements of the Company's administrative, personnel procedures and Health & Safety regulation

The *person*

Candidates will be able to demonstrate the following attributes:

- Experience in working in a customer service role and deal with a wide range of customers in varying circumstances
- Experience of working in an office environment, with a working knowledge of business support systems and procedures
- Experience in working with individuals across departments
- Enthusiastic, committed, and a fast learner with previous experience of a busy environment
- Computer literate
- Good time management skills, solid organisational skills, and the ability to prioritise a varied workload
- Ability to work on own initiative but understand the importance of working well within the team
- Strong communication skills – both verbal and written
- Ability to demonstrate initiative

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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