

POSITION DESCRIPTION – RANGIORA OFFICE SUPPORT

1. SECTION A

Employer:	Saunders Robinson Brown (SRB)
Position Title:	Office Support
Reporting To:	HR Advisor
Location:	Rangiora
Functional Relationships:	Internal Professional Staff External Clients External Partners and Suppliers

2. SECTION B

2.1 Position Objective

The Office Support position provides a professional first point of contact for administration support activities for internal and external clients. The role includes events, catering, stationery and supplies coordination, meeting room and technology coordination, electronic document management, physical file management and storage, and PMS client data updates. The Office Support position will also provide reception support. You will work with internal staff and clients of the firm with a view to developing those relationships and maintaining a high level of client service.

2.2 Background

From offices in Christchurch and Rangiora, the experienced team at Saunders Robinson Brown (SRB) provides professional legal advice on commercial and company law, property law, trusts and estates, civil litigation and dispute resolution, family law and employment law. In addition to these core practice areas, SRB also provide specialist advice in insurance law, sports law and rural law. SRB prides itself on their approachable, client-centred culture, and commitment to ensuring an integrated and relationship focused approach throughout the firm.

2.3 Staff Numbers

Partners:	15
Staff:	90 including Principals

3. SECTION C - KEY TASKS AND SPECIFIC ACCOUNTABILITIES**3.1 Reception Cover**

(Covering breaks for the Receptionist)

Provide a high level of professionalism as the front host to SRB clients and visitors by ensuring that the experience is warm and welcoming.

Key Responsibilities:

- (a) Meet and greet and efficiently manage the flow of visitors and clients.
- (b) Answer all incoming calls in a professional manner and ensure accurate messages are passed on in an appropriate and timely manner.
- (c) Collect and open incoming mail in line with approved process.
- (d) Coordinate outgoing mail daily.
- (e) Arrange couriers for distribution of material; receive and distribute incoming deliveries.
- (f) Arrange staff dry cleaning for collection and distribution on return.
- (g) Keep the reception area clean and tidy at all times.
- (h) Check answerphone messages each morning and forward as required.
- (i) Receive payments from clients and process payments.
- (j) Complete AML (Anti Money Laundering) identity and proof of address requirements.
- (k) Forward emails received through the reception email (including faxes) to the appropriate person in a timely manner including bank documents (propel).
- (l) Maintain the 'Reception Bible'.
- (m) Coordinate internal meeting room bookings and maintain the meeting room calendar.
- (n) Prepare refreshments for clients, visitors and meetings as required.
- (o) Coordinate staff leaving gifts and cards.
- (p) Arrange flowers, food parcels etc for staff as requested.

3.2 Document Management Support

Deliver firm wide document management support services, ensuring adherence to best practice, standardised processes and procedures.

Key Responsibilities:

- (a) Electronic document management for fee earners including emails and attachments.
- (b) Scan and link documents to Practice Management Document Management.
- (c) Deliver files and documents as required.
- (d) Support PA's in administrative tasks.

3.3 Business Administration Support

Deliver business administration support services, ensuring adherence to best practice, standardised processes and procedures.

Key Responsibilities:

- (a) Set up and clear the meeting rooms as required, ensuring they remain tidy and clean at all times, and stocked appropriately.
- (b) Set up catering for lunch meetings/functions and tidy up the rooms and kitchen post meetings.
- (c) Provide primary cover for the Receptionist when they are absent for their Reception tasks.
- (d) With support from the social club, organise and coordinate firm functions and events.
- (e) Catering coordination: for internal and external meetings/functions/events, ensuring all requests for catering are fulfilled on time and within budget and guidelines.
- (f) Meeting room and technology coordination: Set-up of required technology for internal and external meetings/functions (presentations, conference calls, webinars, live stream event, audio-visual displays, video conferencing etc.).
- (g) Stationery supplies coordination: check and order office stationery to ensure stock levels are effectively maintained, in accordance with preferred supplier agreements. Monitor stationery ordering against budgets.
- (h) Receive stationery orders and agree product to packing slip; scan packing slip; check packing slip to invoices once received.
- (i) Collect mail and Deeds and distribute as appropriate.
- (j) Ensure photocopiers are stocked with paper each morning.
- (k) Order new staff stationery items as required.

- (l) Supplies coordination: assist the Receptionist with kitchen and boardroom supplies including crockery, fruit deliveries, groceries and beverages.
- (m) Keep the kitchen clean and tidy at all times, including loading and unloading the dishwasher and cleaning the coffee machines. Ensure recycling is put out.
- (n) Update the Services Manager regarding supplies of the secure destruction bins and toner recycling containers.
- (o) Collection and management of secure destruction bins and toners (for recycling).
- (p) Assist the People team with HR and H&S orientation for new employees as requested.
- (q) Assist the HR Advisor in organising initiatives as part of the wellbeing programme.

3.4 File Archiving Support

Administration and organisation of files for storage.

Key Responsibilities:

- (a) Preparing, logging and boxing of files (not at reception) and arranging pick up for outbound files.
- (b) Iron Mountain archiving of files and off site scanning processes with portal data.
- (c) Manage retrieval and return of files from offsite storage.

3.5 Professional Development

Ensure your on-going professional development in agreement with the HR Advisor.

Key Responsibilities:

- (a) Attend relevant and value adding professional courses to keep up to date with reception and administration best practice.

3.6 Other Tasks

Carry out other tasks and duties as and when required.

Key Responsibilities:

- (a) Be an active member within the Business Services group.
- (b) Build and maintain excellent internal relationships contributing to SRB's culture and positive working relationships.
- (c) Contribute to the general well-being of the firm.

- (d) Duties are carried out in a timely and accurate manner, and in accordance with SRB's policies and procedures.
 - (e) Undertake all other duties that are reasonably requested from time to time.
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4. SECTION D

4.1 Experience

- (a) Previous experience in a Front Desk Reception capacity, preferably in a professional services environment or similar.

4.2 Skills and Knowledge

- (a) Well-developed interpersonal skills.
- (b) Excellent communicator, both written and verbal.
- (c) Ability to build working relationships with internal and external clients.
- (d) Strong organisation, time-management and prioritisation skills.
- (e) Well-developed computer skills.

4.3 Personal Attributes

- (a) Action orientated.
- (b) Determination and perseverance.
- (c) Resilience.
- (d) Methodical, practical and conscientious.
- (e) Positive attitude and enthusiasm for the role.
- (f) Reliable.

