

Job Opportunity

Title: Reception Co-ordinator

Department: Reception and Client Services Department

Reporting to: Reception and Client Services Manager

Core Reception hours: 8:00am to 6:00pm with an alternating weekly shift pattern of 8am – 4:30pm & 9:30am – 6pm.

fladgate



Listed in The Times 'Best Law Firms', Fladgate is a leading UK-based law firm focused across the Corporate, Private Wealth, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £100m with over 400 people, all operating from a single office based in Covent Garden, London.

Role Specification

This is a fantastic opportunity to join our market leading, Reception and Client Services department that provides high-quality advice to private and commercial clients. The department comprises of Reception and Client Services Manager, Client Receptionist, Client Hospitality Coordinator and a Client Hospitality Assistant.

In view of our growing department, we aim to recruit astute, motivated and enthusiastic individuals to represent the Fladgate brand. We offer exceptional training and career development and the opportunity to learn from some of the best in the business.

This role will support the Reception & Client Services Manager, ensuring that all visitors and clients are greeted in a warm and professional manner and that all reception areas operate a high-quality service at all times. There will also be the need to carry out Reception and Client Services duties alongside team management responsibilities. For example; greeting clients and visitors, maintaining the diary and meeting room bookings, ensuring meeting rooms are prepared for meetings and events as well as answering calls to reception promptly and professionally.

Flexibility is required at times to support with out of hours breakfast and evening events.

Our people are at the heart of everything we do. The talent, dedication and passion of Fladgate employees is what drives us to achieve excellence.

Nicola Thomas, Head of Talent Acquisition

Key Responsibilities

In the absence of the Reception and Client Services Manager, the Reception Co-Ordinator is responsible for motivating, providing guidance and support to the team to ensure the highest standard of client care and service.

Responsibilities will include:

- Ensuring the team provide a professional and friendly service and projects a positive and friendly image of the Firm.
- Taking responsibility for quality assurance in the reception area and throughout the client floor to deliver an excellent service experience oversee regular checks of meeting rooms and client facing areas throughout the day to ensure the Firm is presented to a high standard, that we are proactive in attending to any issues; and can be flexible to respond to last minute requests/changes in room requirements.
- Undertaking periodic checks of meeting room credenzas to ensure they remain clean and tidy, with appropriate storage contents. Liaise with the Hospitality Co-ordinator to top up supplies as appropriate.
- Monitoring and managing the workflow of the reception team in order to ensure that resources are allocated appropriately. Coordinating rotas, lunches, holidays and late cover for the team to ensure sufficient cover when the Reception and Client services manager is away.
- Overseeing daily workflow to ensure meeting room requirements are met through daily and weekly checks of all meetings in the room booking system, ensuring appropriate set up/clear up time has been allowed for Client Services, General Office, IT and Marketing.
- Working closely with event hosts and PA to the Executive Board for external and large internal events, ensuring set up for the event is completed as per the Event checklist.
- Completing the event check list with both the Reception and Client Service Hospitality Co-ordinator to ensure that both teams have a clear understanding of the event and what is expected.

- Holding responsibility for meeting room management for AGM meetings, and internal departmental training.
- Liaising with business support teams and event organiser's, compiling an event check list that is circulated to all the required business support teams in a timely manner.
- Placing orders for meeting room stationary supplies and undertaking a monthly stock check of any stationery supplies to ensure branded items are ordered in good time.
- Reviewing and authorising invoices and processing all expenses claims in a prompt manner.
- Ensuring all regular suppliers and contractors contact details are collated, accessible by the team and updated when required.
- Ensuring that information in all the systems (Eptura Engage, switchboard and training manuals) used by the reception team is accurate and up to date.
- Overseeing the switchboard operations, ensuring that telephone callers are greeted in a polite and courteous manner and that switchboard system is up to date according to the staff action forms received from HR. Reporting all faults to the IT department and monitoring these to resolution.
- Taking ownership for seeking swift resolution on all known issues and follow up accordingly and to escalate any major issues when required, when the reception and client services manager is away from the office.
- Developing knowledge of the business, its partners and clients to ensure that enquiries are dealt with appropriately.

Person Specification

- Strong and credible experience in a highly client – service focused environment.
- A team player and ability to multi-task and takes ownership of work.
- Highly accurate and with a keen attention to detail in all areas of work.
- A lateral thinker, who can suggest new ideas.
- Calm, confident and resilient.
- A professional, willing and 'can-do' attitude and flexibility to support with out of hours breakfast and evening events.
- Demonstrates a good ability to build and maintain working relationships across all areas of the business.
- Excellent IT skills, including advanced working knowledge of Microsoft Word and Office packages, working knowledge of document management system and e-filing.

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.



Benefits



Benefits

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office- based and home working which is a discretionary benefit depending on the role and responsibilities.

On joining	<ul style="list-style-type: none"> • Life assurance scheme – 5x annual salary (non-contributory) • Annual holiday entitlement – 26 days per calendar year (full time) • Flexible holiday scheme – buy up to five days extra holiday per annum (pro rata for part time employees) • Recruitment (staff introduction) bonus – £1,000 - 5,000 • Personal training/yoga – free weekly sessions • Free online GP service – 24/7 video GP consultations • Yoga and physical training sessions • Hybrid working allowance • Everyday lifestyle savings via Vivup • IHG hotels discounts
After 2 months	<ul style="list-style-type: none"> • Group personal pension plan matching employee contributions of 4% - 5% (automatically enrolled) • Processed via salary sacrifice 50% of employer NI savings added to contribution
After 3 months	<ul style="list-style-type: none"> • Group income protection • Season ticket interest free loan • Private Dental Plan – payable through monthly payroll • Gymflex scheme • Eye test vouchers – every two years • Cycle to Work scheme
After 6 months	<ul style="list-style-type: none"> • Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid • Marriage/Civil Partnership gift • Private Medical Insurance Scheme

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.

Family Friendly Policies

Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies cover:



Maternity

We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility. If eligible, EMP provides 100% of your salary in weeks 1-20 and 50% of your salary in weeks 21-32. Weeks 33-39 are at the government set rate (or 90% of salary, whichever is lower).

Paternity – The firm offer an Enhanced Paternity Pay (EPP) scheme. We offer up to 6 weeks paid paternity leave. This includes 2 weeks Ordinary Paternity Leave (OPL) and, subject to one year's continuous service, a further 4 weeks EPP - all paid at full basic salary.



Shared Parental Leave (SPL) – SPL

allows parents to take up to 50 weeks' shared leave in total, following the birth or adoption of a child.



Adoption and Surrogacy

Full details can be found in our staff handbook, which will be provided upon offer of employment.



Ordinary Parental Leave – Allowing up to 26 weeks unpaid leave for employees who have parental responsibility for a child / children.

*further details of our family friendly policies can be found in the Staff Handbook

Inclusion & Diversity

Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

[I&D at Fladgate](#) →

As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word 'personal'. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not 'soft' business aspirations, they are fundamental to our success.

Helen Curtis-Goulding
I&D Partner Lead



Wellbeing

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



Physical Health

- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app
- Bupa private medical insurance (optional benefit to join after six months' service)



Financial Health

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



Mental Health

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



Social & CSR

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law

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