

**Switchboard operator – Reeds Solicitors**

We are a large and very busy solicitor’s firm with a head office in Oxford, and a further 20 offices around the UK - mostly in the South. Reeds specialises in representing clients in Criminal and Family law proceedings, with additional services in Prison Law, Mental Health, Court of Protection and Criminal appeals. We pride ourselves on high standard customer services and the switchboard operator is very important within our Organisation.

**Reception responsibilities and duties:**

* Answer all incoming telephone calls in a timely manner;
* Direct all incoming enquiries to the correct fee-earner and/or department;
* Book appointments, legal visits, prison visits and video link conferences as requested by fee-earners;
* Update the centralized diary system;
* Processing card payments over the phone;
* Other ad-hoc administrative duties from time-to-time.

**Person Specification:**

* Confident and clear communication skills, both verbal and written;
* A strong telephone manner and excellent interpersonal skills;
* Previous experience of using Microsoft Office packages;
* Ability to learn and efficiently use practice and case management software;
* Excellent organisational and administrative skills with a proactive approach;
* Ability to multi-task and prioritise workloads;
* Adaptable and able to work under pressure;
* A good team player with the ability to also work well without supervision.

This position is full time (Monday to Friday 9.00am to 5pm with an hour for lunch), however part-time job share will be considered. This role may be based from home, if so, the successful candidate needs to be able to set up a desk phone close to their router and be in a position of not sharing a room with others during working time due to confidentiality.

Salary £17,000 to £19,000 per annum dependent on experience.

To apply, please send your CV and covering letter to [recruitment@reeds.co.uk](mailto:recruitment@reeds.co.uk) marked for the attention of Faith Bartlett.

*Why work for Reeds Solicitors?*

We are a forward thinking, dynamic company, who put their clients and employees first. We are a fun and flexible firm with good opportunities for development and career progression. We expect a lot from our employees but in return we offer:

* The ability to earn up to 30 days of holiday with years of service (standard holiday packages start at 21 days plus all bank holidays);
* Additional paid day off on your birthday;
* Ability to purchase a further 5 days of holiday each year;
* Discretionary additional holiday days given at Christmas (up to a maximum of 2 days);
* Flexible working schemes available to all employees;
* Private medical health care with Beneden;
* Cycle to work scheme;
* Unlimited access to online based training;
* Employee assistance programme with access to physical, mental and emotional health advice & webinars, wellbeing videos and programmes, online counselling & mini health checks.