

JOB DESCRIPTION

Job Title:	Operations Administrator (Operations)
Team:	Operations
Reports to:	Practice Manager (Operations)
Pay Grade:	A-B
Location:	Huntingdon, Northampton or Shefford (travel to other offices may be required)
Hours:	Full Time (37 Hours)

OVERALL PURPOSE OF THE JOB

To assist with the development, implementation, and monitoring of operational activities within the organisation providing back-up administrative support to the Practice Manager (Operations).

MAIN ACCOUNTABILITIES

1. To assist the Practice Manager (Operations) in the development, implementation and monitoring of support services to all staff within the firm.
2. To identify, manage and resolve Operational issues, including communication of issues to the Practice Manager (Operations), Compliance Officer, COLP or COFA when necessary.
3. To ensure compliance with Operational requirements, including sourcing and delivering training to staff as necessary.
4. To be a point of contact for Operational queries including management of the Operations Inbox and dealing with queries in a professional and timely manner.
5. To maintain all internal Operational records and liaise with Managers to ensure completion of relevant documentation.
6. To build and maintain effective working relationships with colleagues to ensure the delivery of a seamless and customer focused service in relation to the administrative function of the firm and ad-hoc projects as required in a timely manner.
7. Work cohesively with the Operation Administrators – HR/Recruitment and Compliance to respond to and manage any Operational questions and queries, escalating anything more complex to the Practice Manager (Operations)
8. To carry out other duties which fall within the broad spirit, scope and purpose of the job description as required by the Director of Pathfinder Legal Services Ltd or Practice Manager (Operations) from time to time and which are commensurate with the grade of the post.
9. To buddy, train and support colleagues.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

JOB TITLE:	Operations Administrator (Operations)	REPORTS TO:	Practice Manager (Operations)
OFFICE:	Pathfinder Legal Services Limited	PAY GRADE:	A-B
TEAM:	Operations	LOCATION:	Huntingdon, Northampton or Shefford (travel to other offices may be required)

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

QUALIFICATIONS

Essential

- Educated to at least GCSE level or equivalent.

Desirable

- Business related qualification

KNOWLEDGE AND EXPERIENCE

Essential

- Experience in a relevant or equivalent role
- Strong administration skills

Desirable

- Experience of working in an Operational role
- Experience of working for a multi-locational legal practice
- Experience of working with public sector / not-for-profit clients
- Experience of Lexcel Practice Management standard

SKILLS

Essential

- Confident, clear and articulate communication skills both orally and in writing.
- Pleasant and confident telephone manner.
- Professional, polite, enthusiastic and welcoming approach.
- A willingness to support colleagues and fee earners achieve successful outcomes.
- Commitment to customer focus and continuing service improvement.
- Able to work flexibly to meet demands of service.
- Ability to work independently and know when to seek advice from others.
- Manage time effectively.
- Methodical, accurate and consistent even when under workload and/or time pressures.
- Attention to detail and accuracy.
- Monitor and maintain quality and productivity.
- Ability to multitask and manage a variety of requests at one time.
- Fully proficient at using IT systems with a good working knowledge of Microsoft Windows and Microsoft Office (Word, Excel, Outlook).
- Understanding of need for confidentiality.

Desirable

- Commitment to continuous service development.
- Committed to ongoing personal and role development.
- Good research skills.

EQUAL OPPORTUNITIES & HEALTH & SAFETY

Essential

- Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs

- Ability to demonstrate a clear understanding of, and commitment to, health & safety

JD/PS submitted by:	Judith Armstrong, Practice Manager (Operations)
JD/PS submitted on:	07/09/2023
HR & Recruitment – filed by:	Jodie Coley, Operations Administrator
HR & Recruitment – filed on:	07/09/2023