

Facilities Services Administrator

Description

My client is a large law firm with offices in the heart of Edinburgh and they are looking to appoint a proactive and enthusiastic facilities administrator to join them on a 12 month fixed term contract.

Responsibilities

The Team

Working closely and collaboratively with the Legal Support Manager to deliver a range of client, administrative and workspace associated services to ensure exceptional client service, both externally and internally.

The main responsibilities will include carrying out front of house duties, postal services, stationery, records management, managing and facilitating hospitality and meeting requests and general administrative tasks as required to ensure service delivery.

Key Responsibilities

Proactively assist with the delivery of professional and efficient support services to fee earner, clients, staff, including:

- Assisting in the day to day coordination of in-house and outsourced administrative services to include reception, hospitality, postal and file management services.
- Maintain the reception, meeting rooms and other key communal areas to ensure high standards at all times.
- Manage and coordinate meeting room requests as per the booking information, ensuring layout, functionality, equipment and catering is as requested.
- Proactively manage stock levels relating to stationery, refreshments, catering to ensure adequate stock levels.
- Undertake general administrative tasks as part of our central administration team which support the wider needs of the business.

Customer Service

- Provide an excellent service to clients and be recognised as a “go to” person.
- Assist with day to day issues and offers assistance and solutions wherever possible, consistently and appropriately update service users on progress where appropriate.
- Act as a point of contact and interface between facilities, workplace services, internal clients and outsource providers where appropriate.
- Seek opportunities to collaborate with the wider teams to enhance client experience.
- Work with the wider team to ensure delivery of agreed KPI's appropriate to the business.
- Demonstrate flexibility in supporting clients and assisting the wider team as

Hiring organization

Gia Consultancy

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

12mth FTC

Industry

Administration

Job Location

Edinburgh

Working Hours

Full Time

Base Salary

£ 18000 - £ 21000

Date posted

November 15, 2021

Valid through

10.12.2021

required.

Communication

- Communicate regularly with the Legal Support Manager and staff at all levels to ensure exceptional service.

Qualifications

Essential Skills & Experience

- Professional, with a positive “can do” “customer first” ethos willing to go the extra mile to deliver exceptional service.
- Strong technical skills with the ability to utilise electronic systems and packages to effectively manage day to day tasks to increase efficiencies.
- Demonstrates knowledge of records management systems and processes.
- Demonstrates a willingness to make suggestions in support of a continuous improvement culture.
- Effectively manages time with the ability to prioritise workload to meet changing needs.
- A strong team player who understands the need to work collaboratively to deliver service for the benefit of the team/firm.
- Strong attention to detail with the ability to work to tight deadlines, planning and prioritising workload to achieve service delivery.
- Excellent verbal and written communication skills with the ability to build and maintain constructive and supportive relationships.
- Takes ownership to actively develop knowledge and skills, demonstrating a willingness to broaden experience to ensure service delivery.
- Proficiency in the use of Microsoft Suite packages.
- Strong oral and written communications skills.

Job Benefits

This is a 12 month fixed term contract and will benefit from a salary of up to £21,000 plus a range of benefits.

Contacts

Applications are currently being considered so apply today for immediate consideration.