



# Job Description:

## Central Administration Coordinator

**Reporting to:** Client Services Manager

**Location:** Cambridge

**Responsible for:** No direct reports

**Special Requirements:** This post is predominantly office based in one location.

### Main Purpose of the Role

As part of the Central Services team, you will provide administration support to the direct support teams and solicitors, working centrally across all business teams.

## Main Responsibilities

The central administration coordinator will support the client care and client welcome teams in the execution of their day to day workload by providing exceptional and proactive administrative, and client focus support, through:

Working closely with the central team colleagues to manage the central admin task requests, to ensure all administration requests are actioned and completed.

Management of electronic documents sent from external parties ensuring documents are downloaded, organised and saved correctly within the peppermint case management system following business team guidelines, or as directed.

Efficient handling of hard copy post, labelling of scanning and uploading electronic documents to the Peppermint file. Notifying teams/solicitor/client care teams of incoming post and DX.

Specific to certain offices, providing additional/cover support to the client welcome team. Including meeting and greeting clients, preparation of meeting rooms, management of outgoing post and DX. This can also include banking, stationery, and basic facilities duties.

Assist client care and welcome teams in managing archiving requirements, or the releasing of documents. Ensuring files sent for archiving or processed and marked accordingly on peppermint, liaising with external storage provider to send and receive files.

Obtaining an understanding of business teams' requirements in order to provide exceptional client service to both legal teams and their clients.

Keeping solicitors and Client Care teams up to date on the progress of a task(s), communicating always to manage expectations

Complying with all Tees policy, system and house style requirements.

As the central administration function develops and progresses, undertake tasks and any other reasonable duties allocated to the role.

Maintaining all work areas in a tidy and orderly manner.

## Person Specification

You have a responsibility to ensure your skill set remains up to date and you are familiar with the firm's departments, key personnel, clients, internal systems and procedures. This will ensure that you are able to carry out your role effectively and, where appropriate, discuss any training requirements with your manager.

Behavioural and Technical	Essential/ Desirable	Definition
<b>Customer service</b>	Essential	<ul style="list-style-type: none"> <li>• Professional, polite, enthusiastic and welcoming approach</li> <li>• A willingness to assist colleagues and clients achieve successful outcomes</li> </ul>
<b>Standards</b>	Essential	<ul style="list-style-type: none"> <li>• Sets and strives for high standards throughout their work</li> <li>• Demonstrates integrity, shares knowledge, supports and promotes colleagues</li> </ul>
<b>Planning and Organising</b>	Essential	<ul style="list-style-type: none"> <li>• Ability to work in a planned and organised way, but has the ability to multitask and manage a variety of requests at one time</li> <li>• Manages time effectively</li> <li>• Monitors and maintains quality and productivity</li> <li>• Methodical, accurate and consistent even when under workload and/or time pressures</li> </ul>
<b>Equality and Diversity</b>	Essential	<ul style="list-style-type: none"> <li>• Respects others cultural viewpoints and perspectives, is constructive and understanding. Demonstrates empathy and is respectful</li> </ul>
<b>Working with others</b>	Essential	<ul style="list-style-type: none"> <li>• Establishes positive professional and effective relationships with supervisors, managers, colleagues and clients</li> <li>• Adapts and fits in well, able to work independently and within a team</li> <li>• Finds things to do to help others when capacity allows</li> </ul>

Behavioural and Technical	Essential/ Desirable	Definition
		<ul style="list-style-type: none"> <li>• Ability to build effective relationships with supervisors, managers, staff and clients</li> <li>• Act in an open and approachable manner</li> <li>• An awareness for the need for confidentiality</li> </ul>
<b>Technology</b>	Essential  Desirable	<ul style="list-style-type: none"> <li>• Computer and web literate and competent ICT skills</li> <li>• Experience using Microsoft office</li> <li>• Experience with audio/digital dictation systems</li> </ul>
<b>Innovation and Initiative</b>	Essential	<ul style="list-style-type: none"> <li>• Has a proactive approach and will take responsibility for tasks and issues</li> <li>• Capable of taking initiative and finding solutions to problems</li> <li>• Awareness of level of responsibility and when and how to escalate issues appropriately</li> </ul>