

DPS Software - Job Description and Person Specification

Job title:	Receptionist
Department:	Administration
Location:	Enfield
Contract:	Permanent
Hours of work:	9am to 5:30pm Monday to Friday (incl. 1 hour for lunch)
Reporting to:	Administration and ISO Manager

Company Background

DPS Software provide case management software and managed IT solutions to the legal profession. We pride ourselves on building our reputation through our technology and after sales care.

We work hard to remain worthy of the awards we have won and to maintain our good reputation in the marketplace for developing and delivering new technology.

Job purpose

Due to continued growth, we are excited to be looking for a Receptionist/Administrator, to provide support as part of our Administration team. Working with the Admin team to ensure that absences and holidays are covered where necessary or to assist during busy times. This role reports to the Admin and ISO Manager.

Main duties

- Reception duties – first point of contact for calls and visitors
- Ensuring security is maintained at all times
- Booking client appointments using Microsoft Outlook on behalf of senior managers
- Entering and researching client information on an in-house database (training will be given)
- Dealing with the daily post and couriers
- Liaising with other departments and assist where necessary
- Sending out training materials to clients
- Assisting the Training department with document printing and binding
- General administration
- Other duties commensurate with the role
- Ensuring Health and Safety is maintained
- Ensuring you comply with ISO requirements

Person Specification

- This role would ideally suit candidates who possess a friendly and welcoming manner
- Some administrative experience would be an advantage ideally using Microsoft office
- Previous experience in a receptionist role would be advantageous
- You will be willing to learn new tasks, take on new challenges and grow with the role
- You will not be afraid to seek clarification if a lack of understanding
- You will also be clear and concise when on the phone with a 'willing to help' attitude
- You must be able to work as part of a team as well as self-sufficient