



JOB DESCRIPTION

Title:	First Impressions Executive
Hours:	The First Impressions team work on a rota basis to ensure the hours of 08:00 to 19:00 are covered. The rota is based on a 35-hour working week
Working week:	Monday to Friday
Responsible to:	First Impressions Team Leader
Purpose of job:	The First Impressions Executive supports the effective and professional running of the firm's front of house and client services operation. In addition to delivering an exceptional client experience, the role carries enhanced responsibility for financial processing, reporting, data oversight, senior-level administrative tasks. The role holder provides support to First Impressions Team Leader assuming responsibility for the day-to-day operations of the team in the Team Leader's absence. Responsibilities include supporting the Team Leader with task delegation, ensuring service continuity, consistency of quality of service, effective workflow management, providing day-to-day guidance to First Impressions team members and ensuring consistency and documentation of processes.

Main duties and responsibilities will include:

- Leading by example to maintain high service standards across the team at all times
- Weekly and monthly reports (for example: First Impressions report, Money Penny)
- Processing invoices from suppliers as required
- Meeting and greeting visitors in a polite and professional manner, monitoring the waiting times and ensuring that refreshments are arranged
- Transferring appropriate calls, messages and queries, ensuring that all calls and emails are responded to professionally and efficiently
- Monitoring a busy centralised First Impression Team inbox and switchboard
- Arranging meeting room bookings, ensure that room booking processes are adhered to and that rooms are equipped in accordance with specified requirements
- Booking and arranging travel
- Ordering stationery and appropriate items for events, such as props and flowers, liaising directly with vendors and processing the relevant invoices
- Assisting the firm's hospitality and events teams with the organisation of events; coordinating room bookings, gathering requirements from stakeholders and assisting with catering as and when required

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- Data collection and reporting as required for the First Impression Team Leader i.e. building occupancy levels
- Demonstrate ownership of maintenance of team guidance materials and best practice documentation for standard processes and operations to support knowledge sharing
- Act as an escalation point for the First Impressions team for senior stakeholders at the firm
- Ad hoc duties, as appropriate, as and when required.

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, material changes will not be made without full consultation with the post-holder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

PERSON SPECIFICATION

Job Title: First Impressions Executive

	Essential
Knowledge and Technical Ability	• Excellent customer service and client facing experience in a corporate hospitality or professional services environment • Administration and organisational skills • Experience of working within a very busy, deadline driven, environment • Excellent attention to detail and problem-solving skills • Ability to work independently and as a team, taking the initiative • Develops own knowledge and skills to meet the demands of the role • Ability to remain calm under pressure and in demanding situations
Client Care	• Clear and professional communication skills with internal and external clients • Ability to establish and maintain effective working relationships within the department and firm overall • Proactive approach to managing flow of work • Ability to deal with high level workloads and changing priorities • Understand the importance of confidentiality, information security and data protection and act accordingly
Firm wide Skills	• Strong use of MS Office, in particular Outlook • Promotes the sharing of best practice and knowledge across the firm • Understands the importance of client confidentiality, information security and data protection and acts accordingly
Attributes	• Demonstrates behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment • Shows a positive and proactive "can do" attitude • Respectful, inclusive and cooperative team-based approach and willing to help others and promote positive team relations • Reliable, with excellent timekeeping • Self-motivated, committed to the Firm and to personal growth

All applicants who are offered permanent or long-term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.