

Client Support & Facilities Support Assistant

Practice group/Global Operations team: Facilities

Full time/Part time: Full Time

Location: Edinburgh

About Eversheds Sutherland

Eversheds Sutherland represents the combination of two firms with a shared culture and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solution for every client.

As a full service law firm, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the USA providing legal advice to clients across its company commercial, human resources, litigation and dispute management, and real estate practices.

With 70 offices across 34 countries worldwide, we have become one of the largest law firms in the world and a great place to work and develop your career.

General:

The role is made up of three role types: Client Support Assistant, Facilities Support Assistant and Administration to ensure that all external and internal client areas are to the required Eversheds Sutherland standards, and that the building is ready for operations at all times. To ensure that the environment is friendly but professional and very team orientated.

The main duties involve:

- Reception desk meet & greet in line with Client Excellence standards
- The operation of software systems that control meeting room bookings, car parking, visitor badges, catering requirements and general meeting room set up.
- Physical setting up of meeting rooms as per the booking information, to ensure the layout and functionality and the AV equipment is as requested.
- Ensuring the client area, meeting rooms and the whole of the client hospitality suite areas are kept to the highest standards at all times.
- Liaise with our external caterers to ensure refreshments are provided when and where necessary and to the highest standard.
- The operation of integrated telephone and intercom systems.
- The provision and control of security access passes in conjunction with the external security provider..
- Supporting the team to control and monitor all stationery supplies inclusive of purchasing, storage and delivery.
- Record FM jobs and tasks on Remedy and other reporting procedures
- Supervision of 3rd party contractors, permit controls and RAMS.
- Carrying out all post room duties inclusive of sorting and delivering of internal mail throughout the building.

- The cost effective and efficient processing of external mail to ensure delivery deadlines are met.
- Checking of all areas of the building on a regular basis to ensure they are maintained to a high standard.
- It will be necessary to carry out the archivist function to ensure items are recorded, retrieved and disposed of in accordance with correct procedures, in the absence of the archivist and team assistants.
- Provide support with office moves when required. This may involve some weekend work, however plenty of notice will be provided if weekend work is to be carried out.
- The jobholder may be asked to carry out minor repairs, and office moves etc. within their limit of expertise. It is therefore essential that a 'team' spirited environment is maintained for delivery of this service.
- The health, safety and welfare of our clients, visitors and staff is of paramount importance and it is therefore essential that they support a safe working environment with particular reference to adherence of the current health & safety at work regulations and the Eversheds Sutherland Health & Safety Policy, adhering to all online compliance modules to be completed.
- Maintaining levels of support services appropriate to meet the business requirements.
- As the role can be 'customer' facing, presentation and having a professional manner is of prime importance and thus the job holder must adhere to the dress code at all times, and a uniform may be provided.
- The jobholder may from time to time be required to carry out any additional services oriented functions associated with the delivery of quality facilities services to the company and its clients.

Further Responsibilities

The role will involve supporting the whole team to ensure it delivers professional support services appropriate to meet the business requirements.

- Regular communication with building users is required to seek opportunities to develop and promote the Facilities contribution to the overall business success.
- Ensuring high levels of customer care to both internal customers and external clients and visitors. This includes ensuring that all meeting rooms and equipment are set up to very high standard along with good standards of housekeeping throughout the building and associated areas.
- Working within the team to ensure the delivery of agreed KPI's appropriate to the business and consistent with facilities regional objectives.

Competencies required:

- The job holder must have the capability to communicate at all levels, as building and maintaining relationships with clients, and support teams is critical to the operation achieving required targets.
- The job holder must be highly organised as will be required to consistently deliver required outcomes on time and to a high standard. They will be expected to achieve agreed KPIs; demonstrate a capability to solving issues within the day to day role with the help from management and support staff.
- The job holder will need to demonstrate the capability to work collaboratively with 3rd party clients and internal support functions in order to deliver business results.

Skills/experience required:

The successful candidate will be of a pleasant and friendly disposition with a flexible approach in order to adapt the services we provide to our clients. The role is extremely client centred and facilities based and candidates will need to have a professional approach in both image and in the way they interact with clients.

Essential requirements are as follows:-

- High level of interpersonal, communication and skills are required.
- PC literate with good working knowledge of MS Office applications.
- Ability to work independently in a high pressure environment.
- Ability to work in a team environment with a high degree of initiative and self-confidence.
- The post holder's main task will be to ensure a high level of support to the business. This is a high performing environment and to be successful they will need to work in an efficient manner, have a strong presence, and be able to remain calm and perform well under pressure.
- They will need to be enthusiastic, flexible and have a can-do attitude.
- They must have the ability to work on their own initiative, have excellent customer-care skills, good written ability and be able to communicate effectively at all levels.

Entry Criteria in addition to the above skills and attributes:

- Experience of working in a professional services environment would be preferable.
- Competence in the use of the standard IT packages.