



Job Description

Job Title: Filing Clerk (Guernsey)		
Team: Support	Reports to: Head of Finance & Operations	Level: One
<p>Purpose: To work as part of the Support Team covering Jersey and Guernsey office to offer efficient and effective administration support to the staff and clients. Is motivated and committed to effective client service and the quality of work meets the company's standards and supports organisational success.</p>		
<p>Responsibilities and Accountabilities:</p> <ul style="list-style-type: none"> • Responsible for the sorting and co-ordination of the filing for the office, ensuring all papers are filed promptly in an accurate, efficient and timely manner. • Responsible for the co-ordination of all electronic filing using the firm's DMS. • Responsible for processing the outgoing mail, including collating and franking, ensuring the correct and cost effective postage is adopted and only if necessary delivery to the post office to meet any deadlines (if applicable). To assist with the sending of documents using our online courier service. • To assist and provide cover (as required) for answering all incoming calls via the switchboard for both Jersey and Guernsey, and acting as the first point of contact via reception for visitors to the office, ensuring a courteous, polite and efficient service. • To assist with messenger duties, including, but not limited to banking cheques and making hand deliveries, ensuring deliveries are undertaken in a timely manner to meet the needs of the business and clients. • To assist and provide cover (as required) for opening and sorting the incoming post, ensuring accurate and timely delivery to the various teams. • To assist and provide cover for monitoring the supply of stationery and undertakes timely liaison with suppliers to ensure sufficient supplies are maintained in a cost effective manner. • To assist and provide cover for the archive process, ensuring all files are processed, logged and stored in an accurate manner to facilitate recovery from store as necessary. • Ensures kitchen supplies are kept at a relevant level and orders placed as and when required. • Undertakes ad-hoc administration projects and other work as requested by the Head of Finance & Operations from time to time. • Pro-actively looks for ways to improve administration tasks and internal client service making recommendations to the Head of Finance & Operations as necessary. • Acts as an ambassador of the firm, building a network of contacts and promoting the firm at every opportunity to facilitate new business opportunities. 		
<p>Skills:</p> <ul style="list-style-type: none"> • Has good interpersonal and communication skills and confidence to deal with people at all levels in a courteous and efficient manner. • Is a team player, enabling an effective support function, but also able to work independently. • Is flexible and has a proactive approach to work and willing to undertake additional duties as required. • Has good time management and organisational skills • Displays initiative and willingness to work autonomously with the confidence to deal with issues, referring to the Head of Finance & Operations as necessary. 		
<p>Qualifications/Experience: No qualifications necessary, but experience of paper based/electronic filing systems and switchboard and reception duties would be advantageous.</p>		