

**We do growth.
We do careers.**

we do
ambition



Receptionist (Bank)



Full Time



**Dundee based, with
travel to other
locations**

Welcome to a very different kind of law firm. One that recognises its success is down to its people. Where you can be yourself. Be inspired by your talented work colleagues. Where you'll feel part of a dynamic team. Where, right from the start, you will be trusted with responsibility. This is what a rewarding career looks like at Thorntons.

What to expect

At Thorntons we build meaningful relationships. From the moment anyone picks up the phone or walks through our doors, we are there to support them with our expert legal advice. Our front-of-house team are the first point of contact for clients and visitors and we pride ourselves on our warmth, professionalism and excellent client service. As a Bank Receptionist, you will consistently provide exceptional levels of client care in either our Dundee, Fife, Perth or Angus offices. The scope of this role include:

- ▶ Welcoming clients, colleagues and visitors to the office.
- ▶ Answering and transferring incoming phone calls including new business and client enquiries.
- ▶ Managing meeting room bookings using our online system.
- ▶ Preparing meeting rooms; managing refreshments where necessary and maintaining the front of house area.
- ▶ Assisting clients with enquiries, taking payments of fees, collections and deliveries.
- ▶ Responsibility for First Aid and Fire Warden duties (full training provided).

What we're looking for

We're looking for someone with the following skills, experience and qualities:

- ▶ Friendly and helpful.
- ▶ Keen to provide an excellent client experience.
- ▶ A positive attitude.
- ▶ Empathy and emotional intelligence.
- ▶ Dependable and reliable.
- ▶ Great customer service skills.
- ▶ Great communication skills.
- ▶ Great telephone skills.
- ▶ Good IT skills.
- ▶ Organised, with the ability to prioritise and multi-task when required.
- ▶ Willing to do first aid training and be an office fire warden.

Hours

- ▶ Monday – Friday, 8.30am – 5.30pm (40 hours per week)

Locations

- ▶ As a Bank Receptionist, your base office will be Dundee but you will also be required to work across other offices in Fife, Perth and Angus which could include our Anstruther, Cupar, St Andrews, Perth, Arbroath, Forfar and Montrose offices.
- ▶ In most circumstances, you will be given reasonable notice of which office you will be required to work in and the cost of travel to any office that is not your base office will be fully supported. On the occasions that cover is required due to unexpected absence, however, you may be required to cover at short notice.
- ▶ Reasonable travel time will be paid for travel out with your Dundee base location.



Doing What's Right

A great working environment is the first thing you'll notice. One where you'll be inspired and supported by your colleagues. Where we'll help you achieve what you want from your career. Where you can have both flexibility and connection with our supportive culture. Where you are valued. Where your voice is heard and you can make a difference through our employee network groups.

As your employer

Our benefits package goes well beyond competitive remuneration and we recognise and reward your hard work - learn more at [rewarding you](#)

For your Health and Wellbeing

Our Healthcare Cash Plan covers things like dental, optical, physiotherapy, chiropody, therapy and health screening needs. Our mental health first aiders and access to a 24-hour counselling line provide support for your mental and emotional wellbeing.

Embracing Diversity and Inclusion

We strongly believe in a diverse and inclusive working environment: one that does not tolerate any form of discrimination at any level. We value a truly diverse workforce: we are all equally different. We celebrate our individuality: from gender, sexual orientation, ethnicity, faith to life experience, we know our differences make us stronger, together.

For our Community

We're proud to be part of the communities we serve across Scotland, that's why we actively engage with charities that support them. From our annual Charity Wills campaign to regular fundraising and volunteering opportunities, our colleagues give back to communities with skills and advocacy as well as funds.

Application closing date: 12/05/24

Send a CV to

opportunities@thorntons-law.co.uk

Or apply online at

thorntons-law.co.uk/careers

Thorntons is a trading name of Thorntons Law LLP

