

Title: Deputy General Office Supervisor

Department: General Office

Reporting to: General Office Supervisor



ROLE SPECIFICATION

The General Office Department

A great opportunity to join our General Office department, currently comprised of a General Office Supervisor and a General Office Assistant. As the firm grows, our aim is to recruit astute, motivated and enthusiastic individuals to provide an excellent level of customer service to internal clients.

As a Deputy Supervisor, you will be responsible for the duties outlined below and for supervising the General Office Assistant in the General Office Supervisor's absence

Role Responsibilities

- Post – ensure all incoming/outgoing Royal Mail, DX and couriers are sorted in line with agile working protocols and service standards. Ensure franking machine is topped up and any faults are reported to the franking machine supplier and resolved promptly.
- Faxes - ensure incoming faxes are delivered promptly to the appropriate person.
- Reprographics – work as part of a team to complete all print, copy, scan and bind tasks. Also report issues with machines to our reprographics maintenance company and ensure faults are resolved promptly.
- Stationery – carry out stock checks, place orders for items as required and top up stationery points as necessary, ensuring items supplied accord with the core stationery list.
- New joiners – carry out the General Office new joiners' induction session in the General Office Supervisor's absence.
- Financial – ensure all incoming invoices are checked for accuracy, against the contract price/terms where appropriate, and are coded for the Head of Business Services' authorisation within one working day of receipt.
- KPI's – ensure accurate records are kept and checks made to ensure the monthly KPI report is sent to the Head of Business Services on the first working day of each month.
- Meeting rooms and events - assist in setting up and re-setting meeting rooms as requested, liaising with the Reception team as and when required.
- Office environment – undertaking transfers of furniture and other large/heavy items (either internally or as

part of contractor deliveries/works) to assist with space or safety protocols and help maintain a clean and safe working environment.

- Supervisory – supervise the General Office Assistant when the General Office Supervisor is absent, co-ordinate rotas and lunches to ensure there is sufficient cover at all times, and maintain service standards when managing workload via call, email or Teams, advising the Head of Business Services where any issue arises that might impact client service.
- Records support – manage the on-site and off-site archiving and matter closing service when the Records Assistant is absent.

PERSON SPECIFICATION

The ideal candidate will have:

Experience

- Similar experience achieved within a law firm

Skills

- Good organisation and administration skills
- Computer literate – knowledge of MS office, word, excel
- Able to perform demanding manual handling tasks (moving boxes and furniture)
- Able to prioritise general office workload to tight deadlines
- Demonstrates common sense and sound business acumen
- Has an eye for detail
- Ability to identify weaknesses in current systems & procedures & works to continuously improve and develop General Office
- A proven multi-tasker
- Able to delegate tasks and follow a project through to completion

Attitude

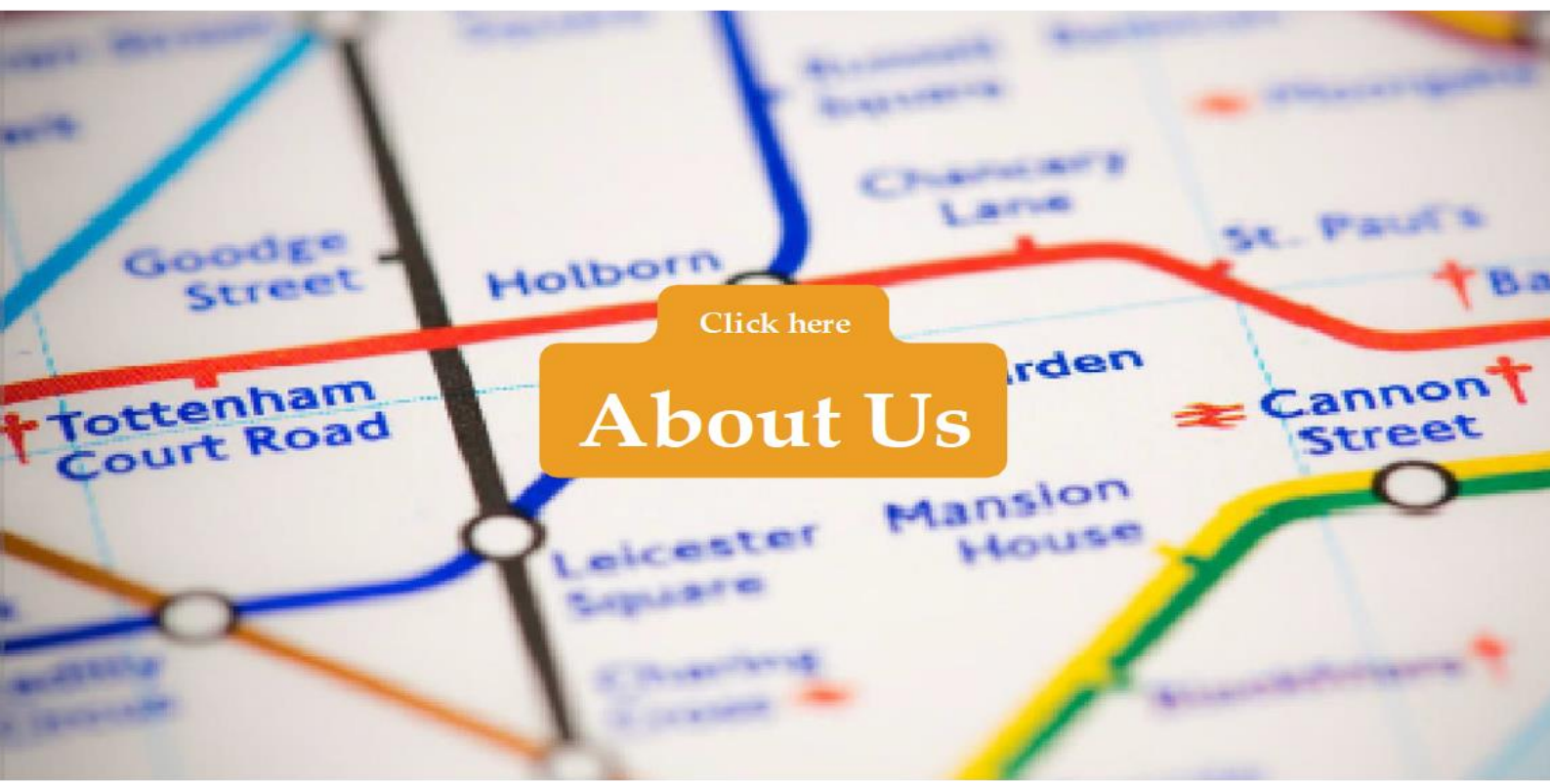
- Client service driven
- Takes responsibility for the task in hand
- A decisive individual
- A self-starter
- A can do/will do work ethic
- Co-operative

- Flexible
- Approachable
- Helpful
- Positive
- Pragmatic
- Professional approach in all areas of work

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Personal qualities

- Highly disciplined
- Reliable
- Excellent timekeeping
- Sound common sense
- Eye for detail
- Methodical approach
- Quick learner
- Logical and clear thinker



BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

AFTER 2 MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

AFTER 3 MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

AFTER 6 MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies* cover:

Maternity – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility*. If eligible, EMP provides 100% of your salary in weeks 1-16 and 50% of your salary in weeks 17-28. Weeks 29-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing notice of resignation*.

Paternity – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks*.

Shared Parental Leave – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child*.

Adoption and Surrogacy*

Ordinary Parental Leave – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children*.

* Full details can be found in our staff handbook, which will be provided upon offer of employment.





Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding
I&D Partner Lead

[Click here](#)

I&D at Fladgate

WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app



PHYSICAL HEALTH

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



MENTAL HEALTH

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



FINANCIAL HEALTH

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



SOCIAL & CSR