



Position title: Reception and Facilities Coordinator

Department: Corporate Services

Reports to: Finance and Administration Manager

Location: Wellington

About the Law Society

The New Zealand Law Society | Te Kāhui Ture o Aotearoa is the professional body for barristers and solicitors in New Zealand. The Law Society regulates all lawyers practising in New Zealand and is a membership organisation for lawyers. With 13 branch offices throughout the country, the Law Society is the Kaitiaki (guardian) of the practise of law in Aotearoa New Zealand and the consumers of legal services.

Position Purpose

To welcome all visitors to the Law Society, as well as triaging phone calls received to staff and managers. The role will also manage and maintain the Law Society's Wellington Office facilities which includes equipment, all meeting rooms, staff office areas, stationery room, mail desk, building maintenance, parking areas and other areas as required.

Delegations

- N/A

Key Internal Relationships

- Law Society staff – National/Wellington office, branches, sections, and law libraries
- NZLS Continuing Legal Education (CLE) managers and staff

Key External Relationships

- Members of the Legal Profession, Branch Members and Associate Members, Members of the public, Law students and applicants for Certificate of Character
- Customers/Vendors
- Building Contractors

Accountabilities, Responsibilities and Performance Measures

Accountabilities/Responsibilities	Performance Measures
Reception - external: <ul style="list-style-type: none">• Respond to all visitors to the building and allow access when appropriate.• Answering enquiries from lawyers, the public and associated organisations and	<ul style="list-style-type: none">• Visitors assisted and enquiries answered in a friendly, professional manner.• Administrative tasks completed efficiently, with certificates and applications acknowledged and

<p>or referring enquiries to the appropriate person within the organisation.</p> <ul style="list-style-type: none"> Assist at the front desk with administrative tasks associated with Certificates of Character and Practice on Own Account applications and when required acknowledging receipt of applications and liaise with the registry or branch staff who process the applications. 	<p>forwarded to the relevant NZLS for processing on receipt.</p>
<p>Reception - internal:</p> <ul style="list-style-type: none"> Coordinating & booking meeting rooms (excludes meeting rooms in staff office areas. Booking for these rooms will be directly booked by staff members using outlook). Oversee and when required assist with the setup of meeting rooms (including zoom conferencing facilities if required, water and glasses, coffee/tea etc.). Tidy up of meeting rooms if required but this will usually be the responsibility of the meeting organiser. <p>(In the case of Member Services representative events, NZLS CLE events and Standards Committee meetings - staff managing these meetings/events will be responsible for setup and tidy up of the rooms.)</p>	<ul style="list-style-type: none"> Bookings information is communicated to relevant staff once complete. Changes to bookings are acknowledged and actioned. Rooms are set up ahead of booked times and assistance with services to the room is provided as required. Feedback on room coordination and assistance is positive. Rooms are tidy and well maintained.
<p>Facilities:</p> <ul style="list-style-type: none"> Liaising/communicating with Building Managers/ cleaners / photocopier/ Air con providers/ as required. Arranging and coordinating landlord requests e.g., for site visits. Management and oversight of all building facilities e.g., all office areas, equipment, furniture, parking areas, repairs etc. Keeping Wellington staff, CEO and ELT up to date on any facilities related matters that need to be brought to their 	<ul style="list-style-type: none"> Communication with vendors is clear and information on vendor action and visits is communicated with Finance and Administration Manager. Building facilities are kept to a high standard and repairs are reported and actioned as needed. NZLS staff are aware of facilities related matters and upcoming actions.

<p>attention, as directed by the Finance and Administration Manager.</p> <ul style="list-style-type: none"> • Organising and coordinating with IT Helpdesk as required. • Regular stock takes of technical equipment and monitoring to ensure equipment required for each hot desk is in place. • Organise and dispatch all mail including courier mail. • Ordering courier tickets as required. • Ordering of office supplies and stationery as required. • Other general tasks as required, which include: <ul style="list-style-type: none"> ▪ Organise and dispatch of confidential bins ▪ Pick up dispatch of courier and post items from post shop as required ▪ Arrange pick-up and supply of daily milk supply ▪ Arrange supply of kitchen items (e.g., tea, coffee, sugar, refreshments for staff catch up, and cleaning products). ▪ Order and stocking of all pandemic related personal protective equipment and supplies as required 	<ul style="list-style-type: none"> • Coordination with IT Helpdesk is undertaken as needed. • Stock levels of technical equipment is maintained and changes reported to IT team and Finance and Administration Manager. Staff have all equipment required at hot desks. • Mail and courier items are dispatched daily, and courier ticket supplies are maintained. • Office supplies and stationary stock levels are maintained. • General tasks arranged and completed as required.
<p>Other duties</p> <ul style="list-style-type: none"> • All other activities, projects, or duties that may be required by your manager. 	<ul style="list-style-type: none"> • Achieved as required.

Safety and Wellbeing

The incumbent is responsible for:

- My own health and safety and that of my colleagues
- Reporting of all incident and near misses

Qualifications, Skills, Knowledge and Experience

To be effective in the position of **Receptionist and Facilities Coordinator** you must have the following knowledge, and experience:

- Previous experience in a receptionist, office administration and facilities role
- Customer-centric service and can-do attitude
- Knowledge of Microsoft Windows/Office
- Knowledge of building security/access systems
- Strong communication and organisational skills
- Ability to set up and use Zoom conferencing facilities in the meeting rooms.