

## Front of House Assistant (Evening)

**Department:** Front of House  
Monday-Thursday 11am-7pm  
Friday 11am-6pm

### The firm

Bristows is a market leading law firm with a global client base across our core sectors of life sciences and technology. The firm has maintained its high standing in the market with the exceptional quality of our lawyers, the strength of our scientific and legal expertise and our unique firm culture driven by our core values.

The team is responsible for managing the 'front of house' service at Bristows. This includes reception and kitchen.

### Key responsibilities

- Greet guests on arrival
- Liaise with 100VE daily regarding visitors
- Liaise with IT and General Office to ensure meeting rooms are set up correctly
- Book taxis for clients
- Assist staff with room bookings where required
- Supply meeting rooms with refreshments and lunches as booked via meeting room booking system and ad hoc requests as required
- Ensure meeting rooms are cleaned and tidy on each room change
- Ensuring all catering items are immaculately clean and ready for service
- Ensure the client kitchen is kept clean and tidy maintaining the highest standards of hygiene and orderliness
- Clean all coffee machines daily in accordance with the manufacturer's instructions
- Ensure the firm's kitchen points are supplied with sufficient stocks of tea, coffee, milk, fruit and biscuits daily
- Support the team during lunch hours/holiday/sick absence
- To undertake any other duties, as may be reasonably requested.
- Ordering the necessary soft drinks/wine/biscuits/cleaning items and general supplies to ensure stock levels are maintained and recorded
- Working closely with the other team members to ensure there is a reasonable level of cover at all times, and providing cover/support during periods of absence where required.
- Support firm initiatives and events as required

### Skills & experience

- Must demonstrate competency in English (GCSE grade C or above)
- Competent and confident in the use and application of Information and Communications technology. This should include MS office applications (especially Outlook and Word), email, and the internet
- Commercial focus and awareness with an emphasis on delivering high quality work, with excellent attention to detail
- Good communication skills
- Able to work well under pressure and manage own time, juggling multiple tasks and prioritising effectively
- Drive and energy – demonstrates a proactive and positive approach
- Strong client and service delivery focus
- Able to work well and contribute fully within a small busy team

## Our values & culture

With around 300 staff and partners in total and one UK location, we are able to maintain a friendly atmosphere where everyone is able to get to know each other and many policies and practices can operate on a trust basis.

We are based in modern offices at Blackfriars and very much value face to face collaboration and the social element of working relationships. We have introduced a Remote Working Policy which enables staff to work in an agile way – we do not monitor attendance but simply ask that everyone spends on average across the year more time in the office than out of it.

Our firm values, which we very much “live”, are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. We are signatories to the Mindful Business Charter and take our commitment to staff welfare and work life balance very seriously.

None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture. No one is competing for hours and everyone knows they can enjoy downtime when it arrives.

## Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Mentoring schemes are available for fee earners while members of the HR team can provide personal coaching and guidance in non-legal and personal management skills.

Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training.

## Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families.

## Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society’s Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years.

We have an active, partner-led Diversity & Inclusion group which runs awareness raising and educational initiatives in addition to ensuring that our policies and procedures remain inclusive. Our Charities Committee is equally busy and puts on a range of events from sporting to baking to our Christmas Craft Shop, all in aid of our Charity of the Year. Our Wellbeing Programme is championed at partner level and is structured around the pillars of Physical, Mental, Financial and Community wellbeing with an annual programme of events, educational activities and support.

It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation. For more information about EDI policies and practices at the firm, please [see here](#). For more information on our [firm values, see here](#)