



Front of House Receptionist

The Law Society of Northern Ireland

Candidate Information Booklet

September 2026

1. Foreword from Head of Business Support

Thank you for your interest in the role of Front of House Receptionist with the Law Society of Northern Ireland.

The Law Society of Northern Ireland is the professional body for the solicitor profession, representing c.3,000 practising solicitors working in approximately 470 firms throughout Northern Ireland in the public sector, in business and in the community and voluntary sector.

The Society is the regulator of the solicitor profession and is responsible for admitting newly qualified solicitors to the profession and for solicitors' continuing professional development. The Society also offers a range of member services and represents the profession with external stakeholders, in particular engaging with Government on matters affecting the profession.

The Front of House Receptionist post is an existing role within the organisation.

This role would be particularly suitable for someone with experience of working in a front of house role either in professional services or the hospitality sector.

Should you have any queries about the role, please contact our Interim Head of People and Organisation Development, Helen Claney at helen.claney@lawsoc-ni.org.

Geoff Bailie

**Head of Business Support
The Law Society of Northern Ireland**

2. Background

The Law Society of Northern Ireland is the professional body for the solicitor profession in Northern Ireland with over 5,000 members, of whom circa 3,000 are in practice in the private, corporate, and public sectors in Northern Ireland.

As the Law Society seeks to operate and influence in a changing world the organisation has embarked on a programme of transformation to ensure that it remains responsive to member requirements.

The current organisational structure of the Society is set out below:

Chief Executive			
Deputy CEO Governance and Corporate Services			
DEPARTMENTS			
Member Services	Policy & Engagement	Professional Conduct	Professional Development

This new operating structure reflects the Society's four principal areas of responsibility:

- **Member Services** – we are a Members' organisation providing a range of professional services in support of our Members;
- **Policy & Engagement** – which represents the profession in our dealings with Government and wider Society.
- **Professional Development** – responsible for the training and admission of Solicitors and for their lifelong learning through a programme of Continuing Professional Development;
- **Professional Conduct** – which discharges our responsibilities as the Regulator of the Solicitor profession.

3. Overview of Governance and Corporate Services

The Law Society House provides a well-resourced practitioner-focused Library Information Service, a Communications Department, Meeting Spaces, all which support and promote the commitment to professional excellence.

It also provides a range of business services for members, including research facilities, consulting rooms, teleconferencing, video link, remote access to the office and ready access to information and communication technologies. Digital Services will play an increasingly critical role and will be a core part of the transformation programme which will expand the range of services the Society provides for its members. This will include the development of the skills of its members through a portfolio of relevant products and services.

The significant investment in facilities to date has continued with the further development of Law Society House to include a new Meeting Space comprising a suite of meeting and consultation rooms equipped to international standards with IT and communications capacity. This investment also creates additional revenue generating opportunities for the Society to contribute to business sustainability.

The Governance and Corporate Services department comprises of a busy business support team who deliver Reception, Office Management, Finance, HR and operational support to staff. As the Front of House Receptionist within this team, this role is key to delivering the highest level of service to both professional members and internal staff.

4. Job description

JOB TITLE: Front of House Receptionist

REPORTING TO: Office and Facilities Manager

Summary of the role

The Law Society requires a highly professional Front of House Receptionist to assist with the responsibility for the day to day running of the busy reception area. The successful postholder will be part of a team of front of house staff and the first point of contact for all visitors and callers to the Society.

This varied role requires an individual with experience of working on a busy multi line switchboard, with exceptional telephony skills, strong IT skills, an organised approach, excellent customer service experience, high levels of attention to detail, initiative, flexibility, and the ability to manage a demanding environment.

A sound knowledge of all Office Applications is essential, together with experience in the set up and use of audio-visual platforms such as Zoom, Teams, etc.

The Level 2 and Level 4 reception areas and multi-functional meeting facilities, include The Law Club with casual café area, which provides facilities for mediations, tribunals, negotiations, seminars, meetings, and other professional gatherings. All rooms are fitted with high specification audio-visual facilities for hybrid or virtual events, fast and reliable internet access, and widescreen video conferencing equipment.

The postholder may be required to work outside core business hours to support with events.

MAIN DUTIES AND RESPONSIBILITIES include:

- Meet and greet all visitors, members to the Law Society.
- Provide a highly professional end to end service for members and external clients.
- Answer all reception switchboard telephone calls, field calls throughout the Society as required, and respond to queries in a timely manner.
- Manage the enquiries inbox to ensure email queries are sent to the appropriate department.
- Manage queries and bookings for the Society meeting spaces.

- Ensure the meeting spaces are managed according to agreed procedures and that all day-to-day operations are attended to in a timely and efficient manner.
- Ensure rooms are set up to meet the needs of members and their clients. This includes the set up of IT and audio-visual equipment where required.
- Manage the refreshments provision, including setting up refreshments, ordering catering, tidying and replenishment as required.
- Work as a team to ensure all Society meeting areas are covered, e.g., Level 2 and Level 4 Meeting Space, as business needs require.
- Engage with clients to promote the Society meeting space facilities.
- Co-ordinate with suppliers for ordering and delivery, and maintenance contractors for servicing appointments of equipment, as and when necessary.
- Liaise with colleagues from across the Society to ensure all Society events are delivered to the highest standards.
- Act as Fire Warden – training will be provided.
- Provide support to the onsite Facilities Management team during emergency situations if/when they may arise.
- Assisting with ISO 9001:2015 or any other quality management system and with data protection compliance.
- Any other duties as may be required.

5. Person specification

Front of House Receptionist

Candidates must demonstrate the essential criteria set out below and may also demonstrate the desirable criteria:

EDUCATION:	
Essential	Desirable
Minimum of 5 GCSEs, or equivalent, grade C or above, including English and Maths.	

SKILLS, KNOWLEDGE, AND ABILITIES:	
Essential	Desirable
Experience of working in a front of house role within a professional services, office or hospitality environment.	Two years' experience in a Front of House role within a legal or professional services environment
Experience of working on a busy multi line switchboard.	
Proficient in the use of Microsoft packages including Outlook and Excel and a working knowledge in the use of Audio-Visual platforms.	
Excellent verbal communication skills with an ability to engage by telephone and face to face.	
The ability to problem-solve and to work on own initiative.	

PERSONAL QUALITIES:	
Essential	Desirable
Excellent professional, organisational, interpersonal and communication skills with the ability to work well under pressure, to strict deadlines while maintaining a high degree of accuracy and professionalism.	
A strong team player with a pro-active. flexible approach and a 'can do' attitude.	

6. Terms of Appointment

The successful candidate will be expected to apply themselves full time to the business of the Law Society of Northern Ireland. They will be expected to undergo such training or attend such courses as the Law Society may consider appropriate. The Law Society of Northern Ireland's conditions of employment apply.

This is a full-time role and the position will be based at Law Society House, Victoria Street, Belfast.

Key benefits

Salary scale for the post is £23,755 to £29,021 (dependent on experience).

The other principal ancillary benefits are:

- Annual leave entitlement of 25 days per annum plus 13 days bank holidays / closure days
- A contributory pension scheme, to which the employer contributes at a rate of 10% of the salary.
- Individual Private medical insurance with immediate opportunity to benefit. Employee portal and mobile apps for support and claim assistance.
- Death in Service at 4 times gross salary.
- Income Protection.
- Discount Schemes
- Affinity schemes with local organisations, i.e., Victoria Square, Q Parking, Agnew Corporate, and Kingsbridge Private Hospital.

The successful applicant will undergo a probationary period of 6 months.

The Law Society is an Equal Opportunities employer.

7. Selection Process

Applicants for the post of Front of House Receptionist will be assessed in accordance with the above criteria. It is the Applicant's responsibility to provide evidence in the form of a CV and at assessment of how well they meet the criteria.

The Society shall if required apply the above essential and desirable criteria for shortlisting purposes, in the order in which they appear.

Applicants will be short listed for interview based only on information contained in their CV. Only those candidates who best demonstrate in their CV how they meet the essential and shortlisting criteria shall be selected for interview. The CV will be used by the interview panel as part of the selection process.

The Law Society may operate a reserve list for future vacancies (either at this level or lower levels) which may arise within the Society. The reserve list is maintained for 6 months.

All dates are indicative and subject to change.

Applications

CV outlining clearly how you meet the essential criteria must be submitted by **13 September 2026**. Late or incomplete applications will not be accepted.

Applications can be submitted through the nijobs hub or directly to monitoringreturn@lawsoc-ni.org