

*Forward thinking*  
Straight talking



# *Operations Administrator*

JOB SPECIFICATION

Gateley /

<b>POSITION:</b>	Operations Administrator
<b>LOCATION:</b>	Birmingham
<b>CONTRACT TYPE:</b>	Permanent

## The *role*

The Operations Administrator will report to our Head of Professional Regulation & Standards to support our Professional Regulation & Standards team and the wider business.

Responsibilities will include:

- General administrative support including diary management, scheduling and meeting organisation.
- Maintenance of regulatory registers, document management and folders.
- Support with auditing and reporting findings in a clear and concise format.
- Support with policy, control and procedure reviews to drive continuous improvement and best practice across the business.
- Build and develop positive relationships with other teams to promote a culture of compliance, high ethical standards and awareness of regulatory requirements within our business.

## The *team*

Supporting our Professional Regulation & Standards team, you will work closely with members of that team to help it achieve its objectives. Our Professional Regulation & Standards team is growing to support a broad range of business activities and professional services to ensure they are delivered in line with regulatory requirements. The team is made up of individuals who are motivated and ambitious to develop its proposition and is looking for like-minded colleagues to work with.

## The *person*

The successful candidate will be able to demonstrate the following:

- Experience of working in a law firm or professional services business in an administrative support role;
- Excellent organisational skills with the ability to prioritise and also be flexible, and work to tight deadlines whilst maintaining quality and attention to detail;
- Excellent oral and written communication skills;
- Strong IT skills (Microsoft, Word, Excel, Visio, Powerpoint etc);
- Some knowledge of legal and regulatory requirements would be an advantage but not essential;
- Ability to deal with confidential, sensitive information with trust and integrity;
- Good attendance and timekeeping, and
- Ambitious for success, with a strong sense of initiative, a positive 'can-do' attitude and willingness to learn.

## The *benefits*

With support, coaching and feedback from colleagues, you will have the opportunity to develop and progress in your role and will be rewarded your commitment and loyalty. We offer a competitive remuneration package where your individual performance will be assessed with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

## We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

## *Diversity, inclusion and well being*

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

# Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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