
OFFICE SERVICES ASSISTANT JOB SPECIFICATION

If you would like to join an innovative team working on complex, international and, often, high profile disputes whilst working in a close-knit, inclusive environment, a position at Hausfeld may be right for you. We are looking for someone to join us as an Office Services Assistant.

Role and reporting

You will be reporting to Operations and HR Director.

Purpose of the role

Hausfeld is seeking an Office Services Assistant to join the team. The main purpose of this role is to provide exceptional front-of-house services to both our internal and external clients, being the first point of contact at reception, providing office facilities support, and support to the Operations and HR Director.

The firm

Hausfeld is an award-winning law firm bringing a visionary approach to resolving disputes in competition, commercial, tech, environmental, consumer and human rights law. We have offices across the US and Europe. We pioneered legal actions for damages in Europe and innovate by pushing further. We bring high profile cases which redefine the legal landscape. Since 2015, we have grown a commercial and financial services practice which has enjoyed an extremely high rate of success in the last five years. Our antitrust team has won many awards for the claims they brought, and so has our environmental team for their climate change cases.

For more information, visit hausfeld.com.

Diversity

We are a gender diverse firm with over 47% female lawyers and 35% female partners and have an excellent track record of promoting women worldwide. This compares favourably to worldwide industry averages. In addition, 54% of the Global Management Group is made up of women, including three female managing partners. Hausfeld won 'DEI Outstanding Firm' at the Chambers Europe Awards 2024.

Working duties / responsibilities

- To take telephone calls, and pass on messages promptly and accurately to the relevant person
- To open and distribute post on a daily basis
- Manage the diary to ensure meeting rooms are booked out effectively and to ensure there are no conflicts
- To set up meeting rooms, meet and greet guests and accompany them to the meeting rooms

- Responsible for the cleanliness and hygiene of front of house areas, stationary/print rooms, and kitchens
- Complete a daily checklist of front of house, operational and facility tasks
- Update and maintain the office operations manual
- Responsible for all meetings, both internal and external catering – to include the setting up and breaking down of meetings rooms, including AV assistance
- Escalating any operational issues through to the Operations and HR Director
- Maintain the front of house, facilities, kitchens, stationery and have up to date inventory lists, placing the necessary weekly orders
- Assisting IT with external and internal client requests in front of house
- Provide weekly reporting to the Operations and HR Directors
- Other tasks necessary to perform the duties of the role

The ideal candidate / Essential attributes

- A minimum of two years' experience within a similar role
- A passion in offering exceptional service to others
- A highly motivated team-player who is also capable of working independently
- Strong front of house experience
- Client focused
- Strong time management and prioritisation skills, highly organized and methodical
- Focused, self motivated, with the ability to remain focused and enthusiastic
- Flexible, adaptable and forward thinking

Education & Qualification:

- 5 GCSE's, Grades 7 and above (A-C)
- Proficient in Excel and Word

Working hours

This position is 5 days a week office based in our London office. Hybrid working is **not** available.

Working hours are from 9:30 am to 5:30 pm.

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