

Workplace Assistant

Workplace Services, Liverpool

About Winston Taylor

Shoulder to shoulder in your breakthrough moments.

Winston Taylor is a transatlantic law firm built for the businesses, people, and markets driving capital and innovation.

Whether you're leading the way, disrupting an industry, entering a new phase of growth, or launching a defining product—we're in the room with you. In the action. Sleeves rolled up.

Embedded in your business and sharing your ambition, we take the work personally. Shaping what we do and how we do it around your goals and needs, always one step ahead of the moment.

With a rich history spanning both sides of the Atlantic, we are present in the major commercial centers that matter to our clients: the U.S., the U.K., Europe, Latin America, and the Middle East. Combining scale with the speed clients demand, our defining capabilities include Major Litigation, Critical Transactions, Strategic IP, and Private Wealth.

Our team of over 1,400 lawyers works hand-in-hand across markets, sectors, practice areas, and client teams. All-in problem solvers, we bring the creativity to think differently, and the pragmatism to get things done when it counts the most.

We're fluent in your world, with deep legal experience, rich sector knowledge, and active networks. Because in your business's most critical moments, you don't just need legal know-how. You need people who are deeply part of your world and ahead of where it's going.

The opportunity for you

Position summary

The Workplace Assistant provides essential operational and administrative support to ensure the efficient day-to-day running of the office within a dynamic law firm environment.

The role focuses on delivering high-quality workplace services, supporting lawyers and business services teams, and maintaining a professional, client-ready office environment.

This position requires strong organizational skills, attention to detail, and a proactive approach to service delivery, ensuring that the workplace operates smoothly and aligns with the firm's high standards of professionalism.

Job title

Workplace Assistant

Recruiting manager

Workplace Services Lead

Department

Property and Workplace Services

Working hours

Monday to Friday
(9:30 am – 5:30 pm)

Working full-time from the office.

Location

Liverpool

Perm/FTC

Permanent

Salary

Competitive

Working pattern

We are committed to finding the right person for this role and are open to discussing flexible working patterns.

The opportunity for you

Position responsibilities

Workplace Operations & Office Support

- Maintain a clean, organized, and client-ready office environment at all times.
- Support daily office operations including meeting room setup, clearing, and reset.
- Monitor and replenish office supplies, stationery, and kitchen provisions.
- Assist with office moves, desk setups, and workspace reconfigurations.
- Arranging printing, scanning and copying as required ensuring documents are returned within customer specified timescales.
- Providing 'first line' fault finding capability on multi-functional devices. Liaison with engineers where required and recording outcomes and changing of toners and checking paper levels around the office.
- The daily receiving-in, sorting, scanning and dispatch of Royal Mail, DX and courier mail deliveries as well as timely collections during the day.
- Sorting and processing of hard copy mail items, liaising with the recipients as to the action required.
- The daily processing and dispatch of all outgoing mail including special and recorded delivery items. Maintaining daily records of volumes sent out.
- Booking and management of courier services appropriate to requirements.
- Assisting with security pass creation and access control request management.
- Production and updating of internal signage.
- Act as a point of contact for facilities-related queries and issues (access passes, AC, maintenance, etc.)
- Liaise with external vendors (cleaning, maintenance, catering, etc.) to ensure service standards are met.
- Escalate maintenance issues promptly and track resolution.
- Assist with workplace inspections and reporting of hazards.
- Provide general administrative support and undertake other duties as reasonably requested by the Workplace Management team.

The opportunity for you

Position responsibilities

Health, Safety and Environment

- Ensuring that general office housekeeping standards are consistently met, tidying up and moving any items that create hazards as well as clearing away any delivered items promptly.
- Being fully aware of the Workplace Management procedures and processes and advising colleagues of these requirements when they are working in the office. Reporting any incidents of non-compliance.
- Assisting with and completing floor walks and inspections and helping to identify and resolve issues.
- Assisting the Workplace Management team with the co-ordination and control of contractors.
- Reporting and recording of accidents and near misses.
- Monitoring the correct use of waste and recycling facilities, highlighting any issues to the Workplace Management team.
- Participating in fire evacuation/emergency procedures as fire warden, where trained.
- Adhering to all set protocols, policies and procedures.
- Participation in other safety and environmental related tasks as requested by line manager.

Data and Technology

- Monitoring of office functions, identifying opportunities for improvement and reporting any faults.
- To provide volume and data reports as required for carbon reporting, and environmental and waste management.
- Use of workflow management system, ServiceNow, ensuring service, responding to Helpdesk queries ensuring calls are closed out satisfactorily.
- Assisting with ensuring that all records are kept up to date on ServiceNow for Auditing and Compliance purposes.

The opportunity for you

Experience, skills, and qualifications

- Previous experience in a similar role will be an advantage.
- Experience supporting a fast-paced, client-facing office environment.
- Attention to detail and problem-solving abilities. Proven experience of taking initiative and working under pressure and ability to meet tight deadlines.
- Strong organizational skills with the ability to manage multiple tasks effectively.
- Excellent communication and interpersonal skills to establish constructive relationships and communication with colleagues and other contractors and service providers.
- High attention to detail and a proactive, problem-solving mindset.
- Ability to work both independently and collaboratively within a team.
- Good time management and ability to priorities workload.
- Proficient in Microsoft Office and other relevant software applications.
- Educated to GCSE level (or equivalent) or higher.
- Have IOSH Working or Managing Safely Certificate or be willing to work towards this. Required to maintain your continuing professional development to keep your skills, knowledge and experience up to dates.
- To carry out other duties, commensurate with the post, which from time to time may be necessary for the good of Winston Taylor.

Recruitment journey

Stage 1

Interview



Rob Fowler
Head of Talent
Acquisition & Strategy

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Hannah Jackson
Senior Recruitment
Manager

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Daniel Cheasley
Senior Recruitment
Advisor

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Stage 2

Interview two

Stage 3

Meet and greet
with some of
the team



Kendell Woods
Senior Recruitment
Advisor

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- Kendell.Woods@winstontaylor.com



Meg Vaughan-Irving
Recruitment Senior
Coordinator

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Lottie Williams
Onboarding Senior
Advisor

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- Lottie.Williams@winstontaylor.com

Stage 4

Induction

Stage 5

Ongoing
development

We are committed to making all stages of our recruitment process accessible to candidates with disabilities or long-term health conditions.

If you consider yourself to have a disability or long-term health condition, please feel free to be open about this at any point during the recruitment process. This will be dealt with in a confidential manner. If you are not sure what adjustments you require, we will work with you to establish the most suitable adjustments at each stage of the recruitment process.

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