**Job description**

**Job Title:**  Executive Assistant – Residential Conveyancing, Blandford

**Reporting to:** Partner and Head of Residential Conveyancing

*This job description is intended as a working document giving a guideline to the major tasks to be performed. It is anticipated that the post will develop and working practices will change; in order to meet the demands of new legislation, and the requirements of the Firm. It is expected that the post holder will contribute to and assist with all future developments.*

**Overall purpose:**

* To provide efficient secretarial and administrative support to the Head of Department, in order that they can run a profitable caseload and deliver high quality legal services.

**Main Duties:**

Secretarial & Administration

* to provide full secretarial support for the conveyancing fee earners
* to open new files
* to close files
* to produce typing in a timely, accurate and efficient manner
* to be fully conversant and proficient with the firm’s IT and database systems and to be confident and accurate in their correct usage
* to deal promptly and courteously with the taking and making of telephone calls
* to be familiar and confident with the firm’s accounting practices for client and office monies and cheque requests
* to keep up to date with changes and developments to systems and procedures
* to maintain files appropriately ensuring all paperwork is completed and updated.
* to assist with early stages files i.e., issuing contract packs, drafting letters, and dealing with post completion work.

Client Care

* to provide a high level of personal and professional service at all times

File Management

* to ensure files are well ordered clear and comply with regulatory and office requirements
* to assist with and try and ensure that letters are sent out in a timely manner
* to ensure that all emails are being sent from the relevant matter and that if these are not being saved to the file history, that this is flagged with our IT department.

Personal

* to keep confidential all client information
* to be positive and helpful with colleagues, clients, and professional contacts of the firm
* to assist all departments and colleagues within the firm as requested
* to adhere to and familiarise themselves with the firm’s values and policies

Other Duties

* to include other reasonable duties and tasks which are part of, and incidental to, this type of work
* Train new secretaries within the department on DPS
* To put together and maintain a folder of training notes / guidelines on the intranet in respect of Conveyancing
* Assist staff with any Team Talk queries they may have
* Assist the HOD with drafting and putting together CQS application for reaccreditation / renewal
* Assist the HOD with lender panel memberships e.g., Lender exchange, LMS and ULS and ensuring our information remains up to date with them in terms of our PI Certificate, staff info and completing the Lender exchange 90-day checklist
* Assist (where required) with the drafting and preparation of the PI application to renew of PI insurance
* Attend marketing events for the firm as and when required.

**Person Specification**

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| **Essential** | **Desirable** |
| Good general education |  |
| Secretarial experience  Confidence to work on own | Experience of working in a legal practice and in a property department |
| Good IT knowledge and skills  Good file management skills  Good communication skills  Strong administration skills  Strong interpersonal skills  Client care skills  Ability to work on own initiative | Knowledge of solicitors office and legal business |
| Able to work as part of a team  Well organised  Good client manner  Good telephone manner  Attention to detail  Prompt and able to work in a timely manner  Flexible attitude |  |
| Able to travel and work at other offices |  |