

Job description

Job Title: Legal Administrator and Receptionist, Shaftesbury office

Reporting to: 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 learn the skills necessary to provide efficient reception and administrative support to the legal teams in the Shaftesbury office, in order that they can run a profitable caseload and deliver high quality legal services.

Main Duties:

Administration and reception

- to provide phone and reception cover, greeting clients and dealing with their enquiries in the most appropriate manner;
- to work with the office support team to ensure the smooth running of the office;
- to assist with the opening of the morning post;
- to assist with photocopying and scanning when required;
- to provide full administrative support for the lawyers in the Conveyancing department in Shaftesbury and for visiting lawyers from the Private Client department;
- 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, cheque requests etc
- to keep up to date with changes and developments to systems and procedures
- to maintain files appropriately ensuring all paperwork is completed and updated.

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



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

Other Duties

- to include other reasonable duties and tasks which are part of, and incidental to, this type of work

Person Specification

Essential	Desirable
<u>Education and qualifications</u> <ul style="list-style-type: none"> • Good general education 	
<u>Experience</u> <ul style="list-style-type: none"> • Customer service experience 	<ul style="list-style-type: none"> • Office experience • Receptionist experience
<u>Knowledge and skills</u> <ul style="list-style-type: none"> • Good IT knowledge and skills • Good communication skills • Strong administration skills • Ability to work on own initiative 	<ul style="list-style-type: none"> • Knowledge of solicitor's office and legal business
<u>Personal qualities</u> <ul style="list-style-type: none"> • 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 • Keen to learn and develop • Able to travel and work at other offices 	