

Job Description

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| Job Title: | Conveyancing Assistant |
| Responsible to: | Assigned Fee Earner & Head of Department, Residential Conveyancing. |
| Location | Victoria Street, Morecambe |

Role / Job Purpose

- To provide secretarial and administrative support to the fee earner(s) within the department to enable them to operate at optimum efficiency.
- To effectively undertake all assigned tasks allocated and where necessary provide support to the wider Department and/or Firm.

Role Specific Responsibilities and Activities

The post holder will undertake tasks including but not limited to:

- The accurate and timely transcription of correspondence via audio dictation system.
- Dealing with routine post, drafting straightforward replies under supervision of fee earner.
- Administer filing relating to conveyancing matters including, daily filing, opening, closing, storage and retrieval of client files in accordance with departmental procedures.
- To prepare mail and enclosures for dispatch in line with agreed timescales as set by the departmental head.
- To attend to clients and/or third parties and deal with enquiries in person or on the telephone, providing support in a professional and friendly way, ensuring that the Firm's client care standards are upheld.
- To carry out property searches, online form submissions and preparing contracts and other draft documents.
- To utilise the Firm's practice management system efficiently and effectively in accordance with departmental processes and procedures.
- To update online portals with the most up to date and accurate information on case progression.
- To maintain a proper diary system.
- Under supervision, to carry out basic fee earner duties such as taking detailed client instructions, drafting basic business letters that do not contain legal advice and managing files requiring little or no technical fee earner input, including SDLT forms, Land Registry applications and requisitions.
- Dealing with post completion matters including lodging land registry applications and dealing SDLT returns.

General Responsibilities and Activities

- To undertake mandatory training or training identified as necessary to update skills or improve performance.
- Have appropriate skills or ability to acquire and develop skills in order to utilise case management system effectively.
- To understand relevant legislation and identify cases requiring special attention and taking the appropriate action.
- To identify and initiate any cross-selling opportunities.
- To ensure client satisfaction remains a **high priority** at all times and ensuring appropriate client relationship management.

- To input, maintain and update information on the case management system and paper files.
- To ensure that supervision is sought prior to contacting third parties outside the Firm or undertaking any work outside of the scope of the role.
- To ensure protocols are adhered to in order to protect the confidentiality of both the firm's and clients' documentation and information.
- You will also be required to undertake other tasks as directed to ensure the work of the department or firm as a whole is carried out.
- Post Holders will work collaboratively with other appropriate departments within the Firm to ensure a seamless service is provided for all Clients of the Firm.
- To attend and, where required, contribute to team meetings.
- To undertake such administrative duties as your Employer may reasonably require from time to time.

This job description reflects the key tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the key tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

| Criteria | Essential | Desirable |
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| Knowledge, Training and Qualifications | Knowledge or familiarity of conveyancing processes | Law Degree & LPC or recognised equivalent. (CILEX, CLC) |
| | Strong IT skills | An understanding of accounts ledgers and dictation systems. |
| | High Proficiency in all Microsoft Office Packages including word, outlook e-mail, outlook diary functions. | |
| Experience | Experience of working in an administrative/secretarial capacity. | Experience of working in a conveyancing practice in a similar role. |
| | Experience of working to and dealing with strict deadlines in a fast paced environment. | Experience of working with Case Management and Digital Dictation Systems |
| | Experience of providing excellent customer/client service. | Experience of working with Case Management Systems. |
| | Experience of successfully supporting senior employees. | |
| Personal Skills & Qualities | Ability to manage competing demands whilst maintaining a professional service | |
| | The ability to work as part of a team | |
| | Ability to maintain attention to detail and accuracy when recording information, carrying out a task whilst working within tight timescales | |
| | Excellent communication skills both written and verbal, with the ability to deliver clear and precise correspondence and documentation | |
| | Good prioritising and planning skills to ensure that tight deadlines are achieved under pressure | |
| | Ability to work with confidential and sensitive information with discretion | |
| | Flexibility to work outside of normal office hours that may be required from time to time. | |
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