

SECRETARY

Department - Wills and Probate (Private Client)

Location – Ellis-Fermor and Negus, The Old Registry, 6 Derby Road, Belper, Derbyshire, DE56 1UU

Hours - 35 hours per week – Monday to Friday, 9am – 5pm with 1 hour for lunch

Salary – Circa £22,000 - £23,000 commensurate with experience

JOB DESCRIPTION

Job Purpose

- To provide the fee earner with all reasonable assistance to enable them to provide an efficient and professional service to our clients
- To provide a professional secretarial service for the Department and other fee earners as required
- To ensure high levels of customer care for clients over the phone and face to face
- To help to turn enquiries into paying cases by being proactive in relation to response times and providing high quality services to clients
- To contribute to our mission of establishing lifelong relationships with all our clients by anticipating and responding to their needs for quality legal services

Main Duties

- 1 To build a professional and mutually supportive working relationship with the fee earner(s)
- 2 To effectively manage and support the fee earner with the management of their diary ensuring that their whereabouts are known, that clients are seen as soon as possible and that files are actioned in a timely and efficient way
- 3 To provide professional secretarial support to the Wills and Probate Department including:
 - Preparing letters, emails, reports and other documents from digital dictation including audio
 - Photocopying, faxing and scanning documents
 - Opening and closing files and maintaining filing system
 - Sending emails in accordance with fee earner's instructions
 - Checking documents for accuracy and completeness
 - Operating a range of computer packages including Office, the Practice Management System (PMS), the Case Management System etc
- 4 To deal with enquiries from new and existing clients and external agencies and providing a high level of client care service, including:
 - Seeing new clients who call in for appointments, taking initial details and arranging appointments
 - Dealing with telephone enquiries / emails from new and existing clients, dealing with their needs and making appointments
 - Dealing with telephone / email enquiries from other agencies
- 5 To provide cover in other teams including on Reception as required

General Duties

- 1 To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the level of the post.
- 2 To establish, maintain and enhance team-working with colleagues and staff of Ellis-Fermor and Negus.
- 3 To keep confidential all information about individuals and the business of Ellis-Fermor and Negus and work within the guidelines of the GDPR.
- 4 To abide by our Equality and Diversity, Health and Safety, Anti Money Laundering Policies and all other relevant policies.

ROLE SPECIFICATION

	CRITERIA
Experience	Secretarial experience (legal experience is desirable but not essential)
	Experience of providing high levels of customer care face to face and over the telephone
	Experience of digital dictation and audio typing accurately and quickly
	Experience of working with a range of computer software packages
	Experience of working to multiple tight deadlines and managing time effectively
	Experience of handling confidential information appropriately
Skills and Abilities	Able to work quickly with a high degree of accuracy
	Excellent written and verbal communication skills
	Ability to handle interruptions professionally and maintain concentration
	Ability to manage and organise own workload and prioritise accordingly
	Ability to work with professionalism and integrity
	Ability to multi task effectively
	Ability to understand and work effectively with a diverse customer base
	Excellent IT skills and the ability to pick up new software packages with ease
Other	Sympathetic to our heritage and ethos
	Understanding of Anti Money Laundering responsibilities and GDPR requirements

Line Management Responsibilities - None

Line Manager – Fee Earner / Director