

## **SECRETARY**

**Departments – Commercial and Residential Property**

**Location – Ellis-Fermor and Negus, 1 Fountain Court, Gordon Road, West Bridgford, NG2 5LN**

**Hours – 35 hours per week - 9.00am – 5.00pm, Monday – Friday**

**Salary – From circa £23,000 depending on experience**

## **JOB DESCRIPTION**

### **Job Purpose**

- To provide the fee earners 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 Departments
- To ensure high levels of customer care for clients
- To help to turn enquiries into cases by being proactive in relation to response times and providing high quality services to clients
- To uphold our values of Honesty, Respect and Teamwork, and work in accordance with the Solicitors Regulation Authority (SRA) Principles and Code of Conduct
- 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 earners
- 2 To effectively manage and support the fee earners with the management of their diaries 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 Commercial and Residential Property Departments including:
  - Typing letters, emails, reports and other documents
  - Photocopying accompanying documents
  - Sending emails in accordance with fee earner's instructions
  - Faxing and scanning documents
  - Checking documents for accuracy and completeness
  - Operating a range of computer packages including Office, Practice Management System (PMS), Case Management System etc
- 4 To deal with enquiries from new and existing clients 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, Diversity and Inclusion, Health and Safety, Anti Money Laundering Policies and all other relevant policies

### ROLE SPECIFICATION

	CRITERIA
<b>Skills and Abilities</b>	Excellent IT skills and the ability to pick up new software packages
	Able to work quickly with a high degree of accuracy
	Exceptional client care skills over the telephone and in person
	Excellent organisational and communication skills
	Able to handle interruptions professionally and maintain concentration
	Able to help to turn enquiries into paid for work through excellent response times, high levels of client care etc
	Able to manage own workload, work to deadlines and prioritise accordingly
	Able to understand and work effectively with a diverse customer base
<b>Experience</b>	Previous experience of secretarial work ideally within a legal services environment
	Experience of working in a Commercial and / or Residential Property environment
	Experience of working on a range of computer software packages
	Experience of handling confidential information appropriately
	Experience of audio and copy typing
	Experience of working in a busy and fast paced environment
<b>Other</b>	Understanding of Anti Money Laundering responsibilities and GDPR requirements
	Satisfactory references and other pre-employment checks including credit check, identity check, DBS etc
	Sympathetic to our ethos and heritage

**Line Management Responsibilities** - None

**Line Manager** – Director / Fee earner