

## **Conveyancing Clerk (Part Time)**

**Departments – Residential Conveyancing**

**Location – Ellis-Fermor and Negus, 2 Devonshire Avenue, Beeston, Nottingham, NG9 1BS**

**Hours – 21 hours per week - 9.00am – 5.00pm, Monday and Wednesday each week plus either Thursday or Friday (to be agreed with appointed candidate)**

**Salary – Circa £13,500pa (Equates to FTE of circa £22,500) depending on experience**

### **JOB DESCRIPTION**

#### **Job Purpose**

- To provide initial contact with prospective clients, supply quotations, deal with enquiries and provide administrative support for the team including file opening and ID verification
- 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 provide support to the Residential Conveyancing Department including:
  - Opening files for new clients including undertaking all required checks and risk assessments
  - Providing quotes to prospective clients and dealing with enquiries
  - Photocopying, faxing and scanning documents
  - Checking documents and files for accuracy and completeness
  - Sorting mail
  - Assisting with post registration administration as required
  - Closing files
  - Operating a range of computer packages including MS Office and Practice Management System (PMS)
- 2 To deal with enquiries from new and existing clients and external agencies over the telephone, by email and in person
- 3 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 manage own workload, work to deadlines and prioritise accordingly
	Able to understand and work effectively with a diverse customer base
<b>Experience</b>	Previous administrative experience ideally within a legal services environment
	Experience of working in a property / estate agency / conveyancing environment (desirable)
	Experience of working on a range of computer software packages
	Experience of handling confidential information appropriately
<b>Other</b>	Some understanding of Anti Money Laundering responsibilities and GDPR requirements
	Satisfactory references and other pre-employment checks including credit check, identity check, etc
	Sympathetic to our ethos and heritage

**Line Management Responsibilities** - None

**Line Manager** – Head of Cluster