

JOB DESCRIPTION

1. **JOB TITLE:** Administrative Assistant
2. **DEPARTMENT:** Residential Conveyancing
3. **REPORTING TO:** Head of Residential
4. **REPORTING TO THIS POSITION:** Not applicable
5. **OVERALL RESPONSIBILITY:** To provide cost effective administrative support to the team in the work of the department.

6. **MAIN AREAS OF RESPONSIBILITY:**

This does not set out every responsibility but provides an overview of your main areas of responsibility.

- 6.1 At all times to exercise high standards of client care in a professional and pleasant manner
- 6.2 Undertake certain elements of fee earning work under supervision, in particular:
 - 6.2.1 file creation
 - 6.2.2 generation of suitable client care correspondence
 - 6.2.3 completion of client questionnaires
 - 6.2.4 ordering and processing search requests
 - 6.2.5 scanning and electronic filing of incoming post
 - 6.2.6 processing client documents
 - 6.2.7 processing stamp duty land tax documents
 - 6.2.8 miscellaneous administrative duties

The jobholder is not designated as a matter handler for file review purposes and does not therefore have his/her own file caseload.

- 6.3 Deal wherever possible with routine client enquiries and communications.
- 6.4 Manage the collation of matter start and matter completion data.
- 6.5 Scanning and file administration
- 6.6 Customer care and such customer contact as directed

7. **SKILLS:**

- 7.1 A pleasant but assertive manner in dealing with colleagues and clients, tact and resilience.
- 7.2 Effective communication skills, both orally and in writing, having a good command of written English.
- 7.3 Efficient and well organised with good control of diary systems and competence in the firm's computer facilities.