

CANDIDATE CRITERIA

Secretary

Department: Residential Property and Wills, Probate & Trusts

Office: Petersfield

Reports to: Head of Department

Criteria: The successful candidate will be a fast and accurate audio typist.

Applicants ideally will be experienced Legal Secretaries and will:

- Have experience in DPS Cloud Legal Case Management although training will be given
- Good academic qualifications e.g. 5 GCSEs A - C grade (or equivalent) including Maths and English
- Demonstrate a commitment to offering clients a high standard of service
- Aspire to be part of our professional, friendly and hardworking team

Role: To support the Supervisor and any Fee Earner to enable the department to meet its objectives and to assist the firm in providing a level of service to clients in line with its core policy

Responsibilities: To provide full secretarial support to any Fee Earner
Additionally, provide support and assistance to colleagues by assisting with overflow work within the department and maintaining support during holidays and sick leave primarily by agreement with colleagues

Principal Duties: Production of Documents

Prepare correspondence, memoranda, emails, attendance notes and other legal documents as required, principally from digital dictation using DPS and the appropriate MS Office application

Proof-read documents to achieve 100% accuracy

Ensure well organised and displayed files, trial bundles and indexes to documentation (if appropriate)

Undertake photocopying as required

Prepare and send faxes as required

Prepare documents for timely despatch by DX and Royal Mail

Administration

Prioritise work to meet deadlines agreed with any Fee Earner

Open, monitor and close files in accordance with procedures outlined in the Office Manual and/or by your Supervisor

Liaise with any Fee Earner to ensure all information used in managing files, storing any Deeds and/or Wills is complete and accurate.

Ensure paper files are up-to-date and accurate

Ensure any files and documents stored in filing cabinets or other storage facilities are appropriately labelled in order to be easily retrieved by secretaries and any Fee Earner.

Use initiative to undertake routine tasks for any Fee Earner where appropriate.

Diary Management

Liaise with any Fee Earner to make appointments, schedule meetings enabling the Fee Earner to conduct a substantial caseload.

Business Development

Make and receive telephone calls to/from clients and colleagues, take accurate messages and respond by taking initiative where appropriate and liaising with any Fee Earner where necessary.

Liaise with other secretaries to ensure switchboard is manned in the case of unexpected absence of Receptionist.

Take a proactive approach to building professional relationships with clients and other contacts,

Treat clients and colleagues with respect and tact, bearing in mind individual needs and ensuring confidentiality at all times.

Present a smart appearance and wear attire suitable for a professional business environment

Co-operate with other support staff to contribute to the general smooth running of the office for the benefit of clients and staff by keeping offices of any Fee Earner and stationery areas tidy if requested by your Supervisor. Co-operate with other members of staff in keeping kitchen clean and tidy to present a professional working environment .

Maintain accurate client contact details.

Provide hospitality services for clients during appointments

Assist any Fee Earner with marketing/training events by making necessary arrangements, organising mailings, publicity and providing hospitality services.