



## Job Description

<b>Job Title:</b>	<b>Secretary</b>				
<b>Department:</b>	Private Client	<b>Reporting to:</b>		<b>Line Manager:</b>	Susanne Grimwade
<b>Job Summary:</b>	Acting as Secretary for the private Client team based at our Clacton Office, providing support as required by the Fee Earners. To provide a high level of professional secretarial support, working with team members to provide clients with a service of a high standard. You are responsible for working with the other members to ensure the department as a whole works effectively as possible. The emphasis is to work as a team and the tasks set out below are not to be regarded as strict demarcation lines.				

### About FJG

Support staff are highly regarded at Fisher Jones Greenwood LLP which is a young and expanding firm. We are not looking for people who are simply great typists, but individuals who can work on their own initiative, take responsibility for working well with our clients and get things done. Anyone working with us will have the opportunity to learn new skills alongside partners, our legal teams, our management team and all of our support staff. We will fully support and reward you for your talents in an environment that genuinely offers career paths.

### Key Responsibilities / Duties

1. Provide a high level of comprehensive support to two Private Client fee earners.
2. High levels of client liaison, contact and interaction, aiming to assist, and resolve queries where appropriate.
3. Dealing with screening calls, delivering a positive client experience. Responsible for proactively filtering, responding to and following through on queries, calls and e-mails.
4. Screening e-mails, telephone calls and post, and responding when relevant. Making relevant arrangements to ensure matters are dealt with in a timely manner and keeping the fee earners updated on all matters and passing on relevant messages in a timely manner.
5. Act as witness to the signing of wills in client homes, residential homes and hospitals, and in some cases, for clients who may be terminally ill.
6. Attend unoccupied homes with the Fee Earner as required.
7. Meet and greet clients when required.
8. Building and maintaining knowledge of clients and their matters, and the work in general.
9. Ensuring all new business opportunities are processed in an efficient manner.
10. Updating and maintaining client contact information, fully utilising the case management system.
11. Assist in arranging client events, including working with marketing.
12. Dealing with all aspects of the billing process.
13. Proactive management of the fee earner's workloads.

14. Providing full secretarial support and general administrative assistance.
15. Highly proactive and responsive diary management.
16. Maintaining appointments and arranging meetings using Microsoft Outlook.
17. Liaison with other members of the firm, clients and third parties in an efficient and courteous manner.
18. Audio typing, copy typing, drafting letters and responses (often without supervision or with minimal supervision/guidance).
19. Ensuring that files are kept up to date.
20. Assisting all members of the wider Private Client Teams where possible.

### **Skills and Experience**

The ideal candidate will have previous legal secretarial experience, ideally gained within a private client department; a minimum of 70 words per minute typing speed for audio; RSA II typing qualification; knowledge of a case management system and Microsoft Office software skills are essential. They should also have organisational intelligence and communication skills, and be able to work on their own initiative and pre-empt problems and identify solutions. They will be ambitious and professional and recognise the relevance of their role and responsibilities and its impact on our clients as well as their own future career.

### **Key Competencies**

Accuracy and knowledge of MS Office is a fundamental. Speed of turnaround and excellent communication skills are key. The ideal candidate needs to be able to show initiative and be self-sufficient, as well as a team player. Needs to have a can-do work ethic and be able to adapt to changes to daily requirements, juggling tasks and pre-empting problems. Time management and ability to prioritise are essential as will be a practical and intuitive understanding of casework and client care.

**You will also be required to undertake other tasks as directed to ensure the work of the department or firm as a whole is carried out.**

*The above will change/be amended as your knowledge and experience within the firm grows.*

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	Educated to GCSE standard or equivalent	City & Guilds/CILEx Level 3 Diploma for Legal Secretaries or equivalent  RSA Level II
<b>Skills</b>	70 WPM typing speed  Planning and organisational skills  Excellent telephone manner	
<b>Knowledge</b>	Case management systems  Electronic audio dictation  Proficient in using MS Office  Understanding of casework and client care	Partner for Windows / TFB  Bighand
<b>Experience</b>	Previous legal experience within a secretarial role	Previous Private Client secretarial experience
<b>Personal Attributes</b>	Ability to work with discretion, particularly in relation to confidential matters  Client focused, taking pride in delivering the best possible service  Ability to build strong relationships  Self driven and motivated  Takes a positive can-do approach in every situation  Ability to take responsibility and manage own workload with a flexible approach to changing needs in order to ensure client expectations and needs are met  Ability to work under pressure	