



Job Description

Job Title:	Conveyancing Secretary				
Department / Location:	Conveyancing / Chelmsford	Reporting to:	Mike Theeman	Line Manager:	Mike Theeman
Job Summary:	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 Duties and Responsibilities

1. Transcribing dictation files, collating enclosures, photocopying and filing which should be kept up-to-date at all times.
 2. To prepare correspondence through audio typing and word processing.
 3. Keeping clients / third parties word processing, P4W files up to date.
 4. Organising fee earners' diary of appointments in consultation with them.
 5. Dealing with enquiries from clients / other firms and reporting as soon as possible to the appropriate fee earner.
 6. Taking messages and communicating appropriately with clients and third parties in conjunction with fee earning staff.
 7. To deal with routine post, drafting straightforward replies as appropriate.
 8. Maintaining on the Central Diary a list of important dates and bringing these to the attention of the fee earner (if applicable).
 9. Developing legal knowledge and software skills.
 9. Legal help billing (if applicable) and private bill assessments.
 10. Maintaining private billing debt control diary and bringing overdue accounts to the attention of fee earner.
 11. Undertaking interim claims on PF files and despatching costs update letters to clients (if applicable).
 12. Undertaking file archiving procedures at end of matter under direction of fee earner.
 13. Prompting fee earner of monthly file reviews as and when they fall due.
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14. Maintaining P4W files as an effective case management system.
 15. To ensure protocols are in place to protect the confidentiality of both the firm's and clients' documentation and information.
 16. To provide support to other secretaries as required.
 17. Provide support in a professional and friendly way and ensuring the firm's standards for client care are maintained
 18. In time ensuring that you are familiar with LEXCEL quality requirements and ensuring compliance wherever possible.
 19. Assisting with marketing initiatives where possible.
 20. Assisting where necessary to ensure smooth running of department / firm, ie reception duties, etc.
 21. To undertake and specific training identified as necessary to update skills or improve performance.

Skills and Experience

The ideal candidate will have previous relevant experience, ideally gained within a conveyancing department; good word processing and audio typing skills with good standards of accuracy, quality and timeliness; 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 fundamental and speed of turnaround and excellent communication skills are key. 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 an 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
Qualifications	5 x A* - C GCSE (including English and Mathematics) or equivalent.	
Skills	<p>Excellent interpersonal and communication skills – both verbally and in writing.</p> <p>Ability to work meticulously and methodically.</p> <p>Have an ordered approach to documentation and procedures.</p> <p>Ability to work as member of the team</p> <p>Good organisational skills with the ability to prioritise</p>	Use initiative to plan own work schedule to meet deadlines.
Knowledge	<p>Good ICT Skills.</p> <p>Good knowledge of Microsoft Office Suite.</p>	Working knowledge of Partner for Windows.
Experience	<p>To have basic level experience of secretarial and administrative practices.</p> <p>To have good word processing and audio typing skills with good standards of accuracy, quality and timeliness.</p>	<p>Experience of working with case management systems.</p> <p>Experience of Residential conveyancing processes.</p> <p>An understanding or experience of P4W and digital dictation systems.</p>
Personal Attributes	<p>The ability to use own initiative.</p> <p>Self-motivated with the ability to meet tight deadlines.</p> <p>Willingness to learn.</p> <p>A sensible, professional and positive approach to work.</p> <p>Have drive and ambition to succeed.</p> <p>Works effectively under pressure.</p>	