

Commercial Property Administrative Assistant - Job Specification

Job title:	Commercial Property Administration Assistant
Reporting to:	Ben Cobb – Head of Ringwood team
Hours per week:	Full time, Permanent
Advertise from date:	Immediate Start

Fretzens is looking for a Commercial Property Administration Assistant to join our team in Ringwood. The main purpose of this role will be to support the team, open files and deal with the initial paperwork, assist with payments, along with supporting other team members with overflow telephone calls, and various other administrative tasks. You would be working for a well-established and friendly team, so this position would suit both a school leaver and a more experienced administrative assistant.

Core values - what we look for in all Fretzens staff:

Someone who:

- Is IT literate and confident in learning new processes
- Is consistently friendly and approachable
- Doesn't use jargon with clients
- Co-operates with colleagues from all teams
- Enjoys working as part of a team, helping and supporting others
- Has the ability to work calmly, even under pressure
- Takes personal pride in their work and responsibility for issues
- Maintains appropriate client contact

Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- Minimum GCSE level qualification
- Excellent organisational skills
- Ability to convey information accurately and articulately, both verbally and in writing
- Can communicate effectively at all levels
- Ability to adapt and respond to changes
- Ability to motivate yourself
- Shows initiative
- Focuses on detail, needs to be methodical, systematic and highly organised
- Returns client calls and maintains client contact appropriately
- Has a willing and able attitude

Desirable talents

The following abilities would also be desirable:

- Previous administration experience
- Previous legal background/experience an advantage
- Anticipates team's needs
- Generates new ideas, thinks of original solutions
- Aims to sell Fretzens on service and values (rather than price alone) and follow up on viable enquiries

Salary and Benefits

Salary is negotiable dependent on your experience.

Working at Frettens – Benefits

At Frettens Solicitors, we endeavour to invest in our employees and offer a place to work which is supportive, fulfilling and enjoyable.

Facilities

- The firm invests substantially in IT and offers systems and training which sets us apart
- All staff use the latest available versions of Microsoft Windows and Office
- All staff are provided with dual monitors
- Phone headsets are available to those who prefer them
- All of our offices have fitted kitchens where tea, coffee and squash are complimentary and boiling water and filtered, chilled and ambient water is available on tap
- Fruit is freely available in each kitchen
- We have an interactive company intranet which all staff are encouraged to utilise.

Medical

- Private healthcare policy is available to all staff
- Health cash plan is available to all staff, enabling refunds on bills for optical, dental, chiropody, chiropractic, physio etc.
- Life insurance for all staff paying out four times your annual salary
- Annual paid sick allowance

Work life balance

Approximately 40% of our staff work non-standard hours – we understand that it is important for employees to have flexibility in their working hours and the ability to fit their work and personal lives together.

- Flexitime is available to the majority of staff from their very first day (exceptions are in areas like reception where alternative flexibility is available). The flexitime works by bringing forward or back your start time on the same day, as long as the core hours of the day are covered and is pre-agreed to ensure teams are not left short staffed.
- Soft start time – start up to 15 minutes late and finish accordingly late on the same day – available any day and not pre-agreed (to account for traffic/delays etc.)
- Starting annual leave of 20 days / 25 days dependant on role (pro-rata for part time staff)
- Option to buy additional holiday if eligible
- Long service annual leave entitlement increases - after 5 years an additional day, after 12 years a further additional day. A bonus week's holiday in recognition of 10 years' service awarded in Year 11.
- Additional annual leave day for your birthday when your birthday falls on a weekday

Social and communication

- Monthly firm-wide meeting to communicate news
- Monthly prizes for referrals to other teams
- Quarterly prizes for the most referrals
- Quarterly special recognition award and prize, nominated by colleagues
- Annual staff Christmas party, where meal and drinks are paid for by the firm
- Annual staff and family BBQ where food and drinks are paid for by the firm
- Monthly drinks allowance for get together after work
- Active Social Committee who organise social events such as bowling, quizzes, karaoke etc. which are often subsidised by the firm.

Additional benefits

- Free or subsidised parking available to all
- Enhanced maternity pay for qualifying staff
- Christmas bonus for support staff
- Performance related bonus for qualifying staff
- Recruitment incentive of £2,500 or £500
- Support for professional training – including some funding and time off for study where applicable
- Mobile phones for qualifying staff