

Legal Secretary / Administration Assistant

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| Job title: | Legal Secretary / Administration Assistant |
| Department: | Commercial Property |
| Reporting to: | Head of Department |
| Hours per week: | Full time 36.25 hours per week Monday to Friday |

Frettens is looking for a Legal Secretary / Administration Assistant to join our Commercial Property team in Christchurch.

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

Someone who:

- Is IT literate and confident in learning new processes
- Has consistently friendly, approachable conduct
- 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:

- An Experienced Legal secretary / Administrator
- Excellent organisational skills
- Fast accurate typing
- Ability to convey information accurately and articulately, both verbally and in writing
- Effective communication at all levels
- Detailed, methodical, organised, and systematic
- Able to prioritise workload and deal with interruptions
- Returns client calls
- Uses initiative
- Provides excellent customer service

Desirable talents

The following abilities would also be an advantage:

- Previous experience within a legal environment
- Case management experience
- Audio dictation experience
- Ability to adapt and respond to changes
- Ability to structure own workload, making the best use of resources and time

Salary and Benefits

Salary is negotiable dependent on experience. Frettens offer a wide range of benefits to our staff - See Working at Frettens - Benefits.

Tasks and Responsibilities

Main purpose of role

The successful applicant will be working as part of a team assisting fee earners with the ability to be able to manage portfolios of properties with supervision. The role will provide an opportunity to become involved with a wide variety of work within the commercial property department and will include landlord and tenant, acquisitions and disposals and option agreements.

Key Tasks and Responsibilities (not an exhaustive list)

- File creation and client care correspondence.
- Dealing with client onboarding to include obtaining ID from clients to comply with AML regulations and keeping fee earners updated as to progress.
- Making and receiving telephone calls, and dealing with routine client enquiries and communications
- Dealing with audio dictations from fee earners.
- Attending meetings and taking notes.
- Obtaining title documents.
- Submitting searches.
- Preparing Stamp Duty Land Tax forms.
- Preparing all necessary accounts forms and understanding client ledgers.
- Preparing invoices and sending to clients.
- Preparing Land Registry applications and dealing with requisitions.
- Dealing with pre-completion requisitions.
- File closing.
- Meeting with clients to obtain signed documents.
- Use the case management system effectively to achieve maximum efficiency.
- Attend training sessions internally and externally when required.
- Escalate any expressions of dissatisfaction from clients or work providers to the supervising fee earners and if appropriate the Head of Department.

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 from our competition
- All staff use the latest available versions of Microsoft Windows and Office
- All staff have the choice between two screen monitors or a wide screen monitor
- Phone headsets are available to those who prefer them
- All office have fitted kitchens where complimentary tea, coffee and squash is provided and boiling water and chilled, filtered 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 available to all staff
- Health cash plan 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 / 30 days dependant on role (pro-rata for part time staff)
- Long service annual leave entitlement increases (after 5 years, an extra day per year, after 12 years a further additional day per year, additional bonus week's holiday for working 10 years)
- 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
- Ad hoc social events such as bowling, quizzes 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
- Discounted legal fees