

## Job Specification - Residential Conveyancing Administrator

**Job title:** Residential Conveyancing Administrator  
**Reporting to:** Head of Department  
**Hours per week:** Permanent; Full time - 36.25 hours  
**Advertise from date:** | Immediate Start

Fretten's is looking for a Residential Conveyancing Administrator to join the team. The main purpose of this role will be to open files and deal with the initial paperwork in the Residential Conveyancing process, along with supporting other team members with overflow telephone calls, quotations and any other administrative tasks. There are good prospects for advancement.

### Core values - what we look for in all Fretten's 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 self-motivate.
- Shows initiative.
- Attention to detail, required to be methodical, systematic and organised.
- Returns client calls and maintains client contact appropriately.

### Desirable talents

The following abilities would also be desirable:

- Previous legal background/experience an advantage.
- Generates new ideas, thinks of original solutions.
- Anticipates client's future needs, sees opportunities for other teams and makes suitable introductions.
- Aims to sell Fretten's on service and values (rather than price alone) and follow up on viable enquiries.

### Salary and Benefits

- Salary is negotiable dependent on your experience.
- Fretten's offer a wide range of benefits to our staff - See [Working at Fretten's - Benefits](#).

## Tasks and Responsibilities

### Residential Conveyancing Administrator

#### Main purpose of role

To be responsible for initial stages of conveyancing work received into the Residential Conveyancing Department.

#### Main Tasks and Responsibilities (not an exhaustive list)

- Acting as the first point of contact for the department with people from inside and outside the firm.
- Providing quotes for new clients and matters.
- Opening new files, ID collection and verification and collection of monies on account.
- Administration of all initial paperwork - liaising between client, Estate Agents and other Solicitors.
- Deliver excellent service to clients, agents and work providers keeping them informed at every stage of a transaction.
- Use case management system effectively to achieve maximum efficiency including use of to-do lists
- Attend training sessions internally and externally when required.
- Escalate any expressions of dissatisfaction from clients or work providers to your line manager and if appropriate the head of department.

## Working at Fretten's Benefits

At Fretten's 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 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 / 30 days dependant on role (pro-rata for part time staff)
- Long service annual leave entitlement increases - after 5 years an additional day in subsequent years and after 12 years a further additional day in subsequent years. A bonus week's holiday in recognition of completion 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.
- 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.