

Residential Conveyancing Paralegal Job Specification

Job title:	Residential Conveyancing Paralegal
Reporting to:	Michelle Petersen
Hours per week:	Full Time, 36.25 hours Monday to Friday
Advertise from date:	Immediate Start

Frettens is looking for a Residential Property Paralegal team member to join our busy Residential Conveyancing Team based in the heart of Ringwood.

Core values - what we look for in all Frettens 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 qualifications
- Previous experience working in a legal environment
- Ability to convey information accurately and articulately, both verbally and in writing
- Excellent organisational and communication skills
- Effective communication at all levels
- Shows initiative
- Focuses on detail, needs to be methodical, systematic and organised
- Ability to structure own workload, making best use of resources and time
- Returns client calls and maintains appropriate client contact

Desirable talents

The following abilities would also be desirable:

- Previous experience in conveyancing/property background
- Presently studying CILEx or equivalent
- Anticipates client's future needs, sees opportunities for other teams and makes suitable introductions
- Ability to adapt and respond to changes
- Able to work independently and manage caseload

Salary and Benefits

Salary is negotiable dependent on your experience.

Residential Conveyancing Paralegal Tasks and Responsibilities

Main purpose of role

To be responsible for conveyancing work allocated by the supervising Fee Earner assigned to you.

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.
- Opening new files, assisting with ID collection and verification and providing quotes for new clients and matters
- Handle the full range of residential conveyancing matters from initial instruction to completion, dependent on level of experience and competence, at all times maintaining a pro-active attitude
- Deliver excellent service to clients, agents and work providers keeping them informed at every stage of a case
- Achieve (and exceed where possible) Individual and departmental productivity and quality targets in close collaboration with your allocated supervising fee earner
- Attend training sessions internally and externally when required
- Use case management system effectively to achieve maximum efficiency including use of to-do lists
- To be responsible, jointly with your allocated supervising fee earner, for maintaining relationships with current work providers and estate agents and encouraging new opportunities wherever possible
- Escalate any expressions of dissatisfaction from clients or work providers to your supervising fee earner and if appropriate the head of department
- Attend fee earner, departmental and individual meetings

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
- The offices all have fitted kitchens with complimentary tea, coffee and squash 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 an additional two days per year, additional bonus week 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