Job Specification
Residential Property Assistant

Job title:	Residential Property Assistant
Reporting to:	Head of Department
Hours per week:	Full-time 36.25 hours, Permanent
Location:	Wimborne

Frettens is looking for a Residential Conveyancing Assistant to join the team in Wimborne. The main purpose of this role will be to provide support to the Fee Earners within the Residential Property Team. Previous knowledge of the Residential Conveyancing Process is desirable.

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 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
- Ability to structure own workload, making the best use of resources and time
- Case management experience
- Digital dictation experience

Salary and Benefits

Salary is negotiable dependent on your experience.

Residential Property Assistant
Tasks and Responsibilities

Main purpose of role

To provide direct support to the fee-earners within the Residential Property 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.
- Screening telephone calls, enquiries and requests, and handling them when appropriate.
- Dealing with client onboarding including opening files, obtaining and databasing required client information.
- Monitoring voicemails and taking any telephone messages in the Fee Earner's absence.
- Organising and maintaining diaries and making appointments.
- Dealing with correspondence and writing letters on behalf of the Fee Earners.
- Dealing with incoming emails, faxes and post, and recording these on our case management system where necessary.
- Producing any documents, reports, correspondence, applications etc as required, dictated or otherwise.
- Use case management system effectively to achieve maximum efficiency including use of to-do lists.
- Attend training sessions internally and externally when required.