**Job Description**

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| **Job Title**: | Assistant | **Location**: |  |
| **Responsible To**: | Practice Management |  |  |

***Main purpose of the role:***

* Provide clients and Legal Practitioners with excellent support.

***Duties and responsibilities include but are not limited to:***

* On-board new clients promptly taking adding all necessary information to SOS Connect:
  + Open new matters within SOS and open a Document Wallet
  + Produce client care documentation within SOS and send to clients
  + Ensure client GDPR preferences are recorded on the matter
* Assist with matter compliance through:
  + Receiving and uploading client identification to SOS and complete electronic AML checks
  + Completing conflict searches for all new matters
* Complete transcription as provided by the Legal Practitioner, in line with the Dictation Policy, and assist with matter management which may include:
  + Making and receiving calls to and from clients to organise appointments
  + Complete file movements in SOS.
* Assist with scanning, allocate post and filing or original documents to the Document Wallet
* Promptly archive all matters through SOS by:
  + Send each client an End of Matter letter once approved by the Legal Practitioner
  + Send all cross selling material as produced by SOS
  + Close the matter within SOS and provide the Document Wallet to Administration
  + Recording Document Movements with SOS
* Work on reception, archiving and other reasonable tasks on request
* Conduct other reasonable duties which will require the following competencies:
  + Be **organised** to support colleagues deliver client services
  + Develop positive **relationships** with colleagues and clients
  + Work **compliantly** to internal policies and third parties’ regulation e.g. the SRA

***Salary and benefits:***

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| * A salary of £TBA Per Annum | * 24 days of annual leave plus bank holidays |
| * Employee pension scheme | * Life assurance |
| * Company sick scheme | * Opticians scheme |
| * Sponsored training | * Staff discount |

**Person Specification**

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| --- | --- | --- | --- | --- | --- |
| Job Title: | Administrative Assistant | Responsible To: | Practice Management | Location: |  |

We will consider all candidates who meet the Essential criteria. The Desired criteria is designed to guide candidates on our preferred qualifications and experience.

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|  | **Essential** | **Desired** |
| Experience | At least one year of work experience in a customer facing role | At least one year of relevant administrative work experience |
| Experience of Microsoft Office | At least one year of work experience in any role in a Legal Service provider |
| Qualifications | English and Maths GCSE (grade C or higher, equivalents accepted) | A-Levels (grade C or higher, equivalents accepted) |
| Hold a European Computer Driving Licence or equivalent IT qualification |
| Skills | Computer literacy | Attention to detail |
| Numeracy | Written and verbal communication skills |
| Spelling and grammar | Organisation |
| Attitude | Give clients the best outcomes through:   * Commitment, hardworking and helpful * Ownership, focussed on client results * Initiative, find the best solution * Flexibility, adapting to change * Care, attention to detail | Be a team player who is:   * United, supportive and accepting * Positive, confident and self-motivated * Approachable, open and friendly * Trusting, honest and reliable * Simple, genuine and uncomplicated |