**Job Description**

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| **Job Title**: | Client & Compliance Assistant | **Location**: |  |
| **Responsible To**: | Client & Compliance Team Leader |  |  |

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

* Provide Fee-earners with excellent support.

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

* On-board new clients promptly adding all necessary information to SOS Connect:
  + Open new matters within SOS, and open a Document Wallet (where required)
  + Produce client care documentation within SOS and complete with initial information in readiness for Fee-earner to finalise.
  + Ensure client GDPR preferences are recorded on the matter on SOS
* Assist with matter compliance through:
  + Obtain, receiving, review and upload client identification to SOS and complete electronic AML checks
  + Check conflict searches have been completed for all new matters opened.
  + Obtain, review and scan source of funds documents.
* Schedule Deeds and action Will Requests using the firm’s procedures.
* Assist with following up enquiries/quotes
  + Creating contact level matter for website enquiries and sending to appropriate department to contact the enquirer.
  + Making/sending and receiving calls/emails to and from clients to follow up enquiries/quotes
* Assist with scanning and copying of documents.
* Promptly archive all matters through SOS by:
  + Sending each client an End of Matter letter once approved by the Legal Practitioner
  + Sending 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:
  + The ability to **communicate** and **train** colleagues
  + Be **organised** to support the Practice Management team
  + Prepare **statistics** and **interpret** the results to monitor performance
  + **Administer** forms and applications including enclosures

***Salary and benefits:***

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| * A salary of £TBA Per Annum |  |
| * Employee pension scheme | * Life assurance |
| * Company sick scheme * Sponsored training * 24 days of annual leave plus bank holidays | * Opticians scheme & Cash Plan for other benefits * Staff discount |
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**Person Specification**

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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 | A-Levels (grade C or higher, equivalents accepted) | | | A-Levels (grade C or higher, equivalent accepted) | |
| English and Maths GCSE (grade C or higher, equivalents accepted) | | | Hold a European Computer Driving License or equivalent IT qualification | |
| Skills | Computer literacy | Attention to detail |  | |
| Numeracy, spelling and grammar | Organisation |
| Written and verbal communication skills |  |
| 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 |  | |