

Job Description

Job Title	Secretary - Residential Property
Overall Aim	Provide administrative and secretarial support to lawyers to enable them to deliver great service efficiently to all of our clients.
Main duties and Responsibilities	<p>Electronic and Paper Files and Record Keeping</p> <ul style="list-style-type: none"> Set-up, maintenance, closure and archiving of all client entities/matters on P4W in line with the team's and firm's policies and procedures; Set-up, maintain, close and archive all paper matter files; and Ensure both electronic and paper filing is always up to date. <p>Typing and Correspondence</p> <ul style="list-style-type: none"> Undertake typing of letters, emails, correspondence and other admin tasks on the Big Hand system & ensure all correspondence is despatched without delay and filed under client matter in P4W (and paper file). Assisting Lawyers with Diary Management/Preparation for Meetings Organise meetings, appointments and phone calls; and Maintain lawyers diaries and ensure key dates are recorded. <p>Dealing with Routine Client/Other Callers Enquiries and Queries</p> <ul style="list-style-type: none"> Answer the phones promptly and professionally; Take incoming telephone calls from clients and other callers - making appropriate appointments, recording and passing on messages promptly and dealing with/resolving straightforward/routine enquiries; Deal with routine email queries/enquiries forwarded from lawyers; Meet clients and others face to face when visiting; and Make effective file notes regarding calls, meetings and discussions with clients and others and ensure these are appropriately recorded/passed on to lawyers. <p>Assist Lawyers/Liaise with Accounts Team On Client Accounting Matters</p> <ul style="list-style-type: none"> Raise/assist lawyers with the monthly preparation of fee invoices in accordance with the team's and the firm's procedures, policies and lawyers instructions; and Assist with the correct processing of client receipts, making of client payments and administration of client accounts. <p>Other document preparation and distribution</p> <ul style="list-style-type: none"> Assist lawyers with the preparation and distribution of documentation; and Photocopying, document preparation and distribution. <p>Other</p> <ul style="list-style-type: none"> Provide other general administration assistance as required to support lawyers and the firm (e.g. assisting with organisation and administration of business development and marketing events, organising refreshments for meetings etc.).
Key technical skills and experience	<ul style="list-style-type: none"> Competent audio typist; Competence in the correct use of grammar and punctuation and good written communication skills; Experience using digital dictation and practice management systems is advantageous; and An excellent telephone manner with professional manner and good verbal communication skills.
Expected key outcomes and behaviours	<ol style="list-style-type: none"> 1. Delivers consistently high quality work <ul style="list-style-type: none"> Able to complete all tasks and duties (as detailed in the job description) competently and to a high professional standard; Takes care over work with good attention to detail consistently delivering a professional outcome. Work is of good standard without constant checking; Understands and follows instructions and follows firm's and team's policies and procedures to be able to deal with routine enquiries and matters; Seeks clarification, guidance from support team and lawyers when appropriate; and Presents a professional image both internally and externally and operates with the required discretion and confidentiality. 2. Delivers a high volume of good quality work to required timescales <ul style="list-style-type: none"> Demonstrates an understanding and clear commitment to delivering good quality work within appropriate and required timescales and deadlines; Organises and plans own work effectively; prioritises tasks effectively based on urgency and importance and seeks clarification of priorities and timescales when required;

Expected key outcomes and behaviours	<ul style="list-style-type: none"> Alerts lawyers and support team early to any problems or difficulties with workload or in achieving required timescales. Makes them aware of any matters requiring their urgent/prompt attention; Works hard and efficiently to achieve and maintain a good volume of quality work output; and Prepared to adjust workload and tasks undertaken to meet team's priorities including being flexible with working hours when required. <p>3. A team player who works well and cooperatively with others</p> <ul style="list-style-type: none"> Demonstrates a clear commitment and willingness to provide great client service, achieves required service standards and achieves the team and firm's goals; Demonstrates a positive, helpful, can-do attitude and a willingness and commitment to support all lawyers and the support team to deliver great and timely service to all clients; Maintains good professional working relationships and able to work effectively and cooperatively with all members of the team and other colleagues in the firm; and Prepared to provide cover and assistance to lawyers in other teams when required, for a temporary period, where support resources need to be prioritised elsewhere in the firm.
Other relevant comments	<ul style="list-style-type: none"> Must comply with the firm's policies and procedures in the Office Manual; and The Firm adopts the principles of equal opportunities and non-discrimination as detailed in its Office Manual.

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For further information concerning this job opportunity please contact a member of the HR Team on 01733 882800 or email hr@hcsolicitors.co.uk.



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