

## Job Description

**NAME:** //

**JOB TITLE:** Paralegal

**DIVISION:** Residential Property

**OFFICE:** //

**RESPONSIBLE TO:** //

### **PURPOSE OF ROLE**

To effectively support the division's Fee Earners in the delivery of a high standard of client service, through adherence to and implementation of the firm's guidelines and procedures. To ensure that tasks are undertaken in a timely and effective manner. To seek to identify and take forward operational improvements, while striving for own continuous professional development.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

#### Tasks and Activities:

1. To assist with file management.
2. To undertake such work as may be delegated by your Fee Earner or Partner in relation to client matters or any administrative duties that may be required.
3. To assist your Fee Earner or Partner in progressing the client matter and when appropriate advise the client and others of the progress of the matter.
4. To attend clients and others when appropriate on behalf of the Fee Earner or Partner, and to take accurate instructions for your fee earner's attention.
5. To undertake all work of a secretarial nature as may be requested by any fee earner including typing and word processing, photocopying, making and taking phone calls.
6. To take and record accurately any message and pass the same on to the appropriate person without delay.
7. To make appointments and maintain up to date diary entries.
8. To deal with filing, storage and retrieval of client's papers and files, opening and closing of files, storage of deeds and other papers all in accordance with the firm's policies.
9. To correctly identify and differentiate between DX and Royal Mail post and hand deliveries.
10. To undertake any duties which may from time to time be allocated.

#### Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.

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2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.
5. To effectively demonstrate the firm's values and behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other secretaries when required.
7. To develop good working relationships with external institutions, organisations and other third parties.
8. To ensure that any equipment supplied for the purpose of your work is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment. The firm's Environmental Policy and procedures relevant to your area must be followed.

## **PERSON SPECIFICATION**

### **Skills, Knowledge, Experience and Attitudes**

1. A proficient level of literacy and numeracy.
2. Experience of working within a team.
3. Experience of working in a residential conveyancing legal environment, and familiar with Stamp Duty and Land Registry applications.
4. Committed to excellent client service.
5. IT literate with experience of the Microsoft Office suite of applications including Word, Excel and Outlook.
6. A high level of attention to detail.
7. Ability to interact effectively with members of staff and clients, both face to face and over the telephone, including an excellent telephone manner.
8. A demonstrable willingness and ability to learn in all aspects of the role, including the use of legal software and precedent packages.
9. Uses initiative, works creatively and solves problems.
10. Focused on achieving goals, adopting a proactive can do attitude.

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11. Highly motivated, driven and enthusiastic.
12. An understanding of and adherence to General Data Protection Regulation (GDPR), and maintaining confidentiality and integrity at all times.

### SUMMARY

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.

Name: .....

Signature: .....

Date: ...../...../.....