

## Job Description

**NAME:** //

**JOB TITLE:** Residential Conveyancing Administration Assistant

**DIVISION:** Residential Property

**OFFICE:** //

**RESPONSIBLE TO:** //

### **PURPOSE OF ROLE**

To provide a professional administrative support service to the Residential Property team, ensuring that tasks are undertaken in a timely manner through adherence to and implementation of the firm's guidelines and policies. To strive for continuous personal development at work.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

#### Tasks and Activities:

1. To open files on the case management system and complete client care information/documentation in accordance with mfg procedure.
2. To ensure the prompt filing of computer and paper based documents and files etc.
3. To photocopy and scan documents and deeds, and storage of the same, onto the firm's case management system.
4. To input data onto the case management system.
5. To close and archive files in accordance with mfg procedure.
6. To complete certification of client identification documents, including electronic anti-money laundering checks.
7. To obtain official copy entries from Land Registry portal.
8. To register documents via uploading to the Land Registry portal.
9. To type correspondence and/or documents in accordance with fee earners' instructions.
10. To assist with any other administrative tasks or duties, including general support to colleagues, as commensurate to the role.

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### 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.
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 members of staff 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.

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### PERSON SPECIFICATION

#### Skills, Knowledge, Experience and Attitudes

1. A proficient level of literacy and numeracy.
2. Experience of data entry and text processing, with a high level of attention to detail.
3. Competent in the use of Microsoft Office software packages including Word, Excel and Outlook.
4. Experience of working within a team environment.
5. Ability to interact effectively with others, both face to face and over the telephone.
6. Committed to excellent client service.
7. Motivated, driven and enthusiastic.
8. Proactive, adopts a can do attitude and willing to learn.
9. 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: ...../...../.....