JOB DESCRIPTION	
Job Title:	Legal Secretary
Department:	Residential Conveyancing
Responsible to:	Gian Molinu
Responsible for:	n/a
Location:	13 Merthyr Road Whitchurch Cardiff CF14 1DA (with flexibility to work from other Harding Evans premises if required)

1. Role/Job Purpose

To provide strong secretarial and administrative support to the Fee Earners to enable them to operate at optimum efficiency. This will include, but will not be limited to, the main responsibilities given below. The Legal Secretary is expected to use a high degree of self-management and initiative. When required, assist other elements of the department in its day to day function.

2. Role Requirements

- To support your fee earners by ensuring all routine administrative processes are managed along with managing diary commitments.
- To prepare correspondence through audio typing and word processing.
- To deal with routine post, drafting straightforward replies as appropriate.
- To administer filing relating to Residential Conveyancing matters including daily filing, opening, closing, storage and retrieval of client files in accordance with the Departmental procedures.
- Resolving debit or credit balances on files to enable them to be closed.
- To ensure protocols are in place to protect the confidentiality of both the firm's and clients' documentation and information in accordance with GDPR.
- To manage diaries
- To prepare mail and enclosures for dispatch.
- To ensure that all necessary photocopying and scanning is carried out and allocated to the correct file.
- To provide support to other secretaries as required.
- To provide guidance to junior and new support staff as required.
- To attend to clients in person or on the telephone, providing support in a professional and friendly way and ensuring the firm's standards for client care are maintained.
- To deal with clients queries whenever possible and referring matters to the fee earner as and when necessary.
- Under supervision, to carry out duties such as taking detailed client instructions, drafting basic business letters that do not contain legal advice and managing flies requiring little or no technical fee earner input, including SDLT forms, Land Registry applications and requisitions.
- To undertake any specific training identified as necessary to update skills or improve performance.
- To undertake any other duty as reasonably requested of you and within your capabilities.

3. Person Specification

Professionally based qualifications, skills and experience

Essential

- To be fully trained and have substantial experience in secretarial and administrative practices.
- To have excellent word-processing and audio typing skills with proven high standards of accuracy, quality and timeliness.
- Substantial experience of working as a secretary or of working in a legal office as a senior administrator

Desirable

- The ability to develop and support staff and carry out staff training as appropriate.
- Experience of working with Case Management systems
- An understanding of Case management systems, accounts ledgers and digital dictation systems

PERSONAL SKILLS AND QUALITIES

Essential

- The ability to use own initiative and make basic decisions in relation to client matters.
- Self motivated with the ability to meet tight deadlines.
- Good mathematical skills.
- A sensible and professional approach to work.
- The ability to work effectively under pressure.
- Effective communication skills both verbally and in writing including the ability to draft replies to routine correspondence.
- Strong organisational skills with the ability to prioritise and reallocate work accordingly.

Signature……. Date……