**Job Description – Slade Legal – vacant**

**Job Title:** Legal Secretary

# Department: Family

**Reports to:** Head of Contentious

**Location:** Slade Legal, 137 Broadway, Didcot OX11 8RQ and Slade Legal, The Greenhouse, Stratton Way, Abingdon, Oxfordshire, OX14 3QP (as required)

**Hours:** Full or part time / Permanent 28 - 35 hours / 4 - 5 days per week to include Monday and Wednesday 9:00am – 5:00pm

**Start date:** TBC

**Salary:** £25,000+ commensurate with experience

**Other benefits:** 3% employer pension contributions / 5% employee contributions

Company sick pay scheme

Cycle to work scheme

Discount on legal and estate agency fees

25 days holiday (full time) + usual bank holidays pro-rated to contracted hours if not full time

**About the organisation:** Slade Legal is a highly regarded and well-established high street legal practice based in Oxfordshire, employing about 70 staff across three offices. We provide a full range of professional legal services from all sites. The Family department has teams at Didcot and Abingdon (where our Head Office is based).

We are recruiting for an experienced secretary for our family legal team at our Didcot branch.

**The role:**

Reporting to the Head of Contentious, the candidate will be working with the family solicitor in Didcot and will be responsible for supporting a professional and efficient family legal service.

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The candidate will have an excellent client manner; be technically skilled in family work, with solid experience of case management. They will be able to work proactively on family files, sometimes with minimal supervision.

**The Candidate**

The successful candidate will be an experienced, committed family legal secretary. They will have recent experience of working in an administrative support role doing family legal work, in a Family department.

They will provide excellent front-line support to the fee earner and a professional administrative service to clients. They will take personal responsibility to learn on the job and assist in supporting the growth of the Family department.

**Main duties:**

* Quickly respond to existing clients and new business enquiries
* Administration including but not limited to audio typing standard and nonstandard letters, producing letters, forms and documents which utilise Case Management and IT systems
* Drafting of simple documents (e.g., divorce applications)
* Preparing correspondence and documents as well as amending and formatting more complex documents
* Attending clients over the phone and providing assistance in a professional and compassionate manner
* Proactive diary management
* Providing the highest levels of accuracy, speed, confidentiality, and presentation
* Prioritising and arranging meetings and other appointments
* Opening new files, filing, photocopying, cheque requests, capturing, closing, and archiving of files, running monthly bills and diarising payments thereof, DX & post preparation
* Meet with clients face to face, to help administer and progress family matters as instructed by the supervising solicitor
* Provide clients with updates in relation to the day-to-day relevant matters via phone, email and face to face
* On the supervising solicitor’s instructions, bill for work done on client’s behalf, chasing invoices if necessary and liaising with the Finance Department
* Meeting all due diligence and compliance requirements including those relating to ID, letters of engagement, conflict check and AML regulations
* Ensure high quality communication with the company’s internal teams and individuals.
* Deal with incoming post in the solicitor’s absence, matching post with the file and forwarding post where relevant
* Report faulty equipment / software to appropriate parties
* Attend relevant team meetings
* Participate in other activities and projects; flexibility as required. (To include:
* *Preparing agenda/ minutes for department meetings*
* *Credit control and unpaid fee chasing*
* *File archiving*
* *Liaising with IT company*
* *Liaising with finance team regarding client payments*
* Carry out any other reasonable task that may be requested by the supervising solicitor or head of department.

**Compliance & quality standards**

Ensure compliance with the Solicitors Regulation Authority

Abide by all company Health & Safety procedure

Assist with Compliance related matters relevant to the department

Carry out reasonable tasks that may be requested by your line manager

**Personal Attributes**

Motivated, well-organised, flexible and with a can-do attitude

Proactive and works under pressure

Efficient and effective secretary with good typing and organisational skills

Excellent attention to detail

Strong written and oral communication skills

Takes responsibility for their own work subject to supervision

Ability to deal with competing priorities and meet deadlines

Shows understanding of client’s needs and tailors service appropriately

Calm and confident team player with good interpersonal skills and “can do” attitude

**Person Specification:**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Desirable** | **Essential** |
| Experienced and committed family legal secretary |  | X |
| Someone who can prepare, format, and amend family legal documents |  |  |
| Someone who can draft simple documents (divorce petitions) |  | X |
| Someone who enjoys regular client interaction and assisting with client queries on solicitor’s behalf |  | X |
| Someone who has worked as a family secretary within a family department at a solicitor’s practice |  | X |
| A person who is confident with Legal Case Management and Microsoft suite (Outlook, Windows 10, EXCEL) |  | X |
| A fast, accurate typist (Min 60 WPM) who can use digital dictation |  | X |
| A professional, confident verbal communicator |  | X |
| Someone who can manage changing priorities and who works well under pressure |  | X |
| A person who is well organised |  | X |
| Someone who will answer telephones, transfer calls, deal with client queries, take messages and make appointments |  | X |
| Someone who can provide backup secretarial cover to other fee earners within the office |  | X |
| Someone who can work part time from our Didcot office |  | X |
| Someone who will report to a supervising solicitor |  | X |
| Someone who will abide by all company HASAW requirements, Compliance regulations and professional standards |  | X |

Please note that this is not a paralegal or support layer / fee earning role.

**30 April 2024**