

JOB DESCRIPTION

Job Title:

Legal Secretary

Reports to:

Head of Department

Job Purpose:

To support the Head of Department in the provision of Legal Secretarial Services to the practice by providing competent and efficient Legal Secretarial duties

Key Responsibilities

- To support the Head of Department in the management of the secretarial workload, ensuring that the priorities of the department are met.
- To support Fee Earners in the production of files by typing dictated work as directed.
- To support Fee Earners in the maintenance of files by effective file management.
- To assist Fee Earners in the management of caseload by dealing with file related queries either face to face or by telephone.
- To ensure that clients are dealt with efficiently and politely and that appropriate legal matters are raised with the Fee Earner.
- To assist in general office administration and in the locating of files when necessary.
- To transmit correspondence by fax machine and undertake photocopying when necessary.
- To answer internal telephone calls efficiently and politely and take messages, as necessary.
- To ensure that all internal methods, systems, policies and procedures are adhered to.
- To manage own work allocation, productivity and quality of work with minimum supervision.

Personal Qualities

Managing Yourself

- Self motivated and able to organise own work with minimum supervision
- Copes effectively in demanding circumstances.
- Good time management adopting a flexible approach to work.
- Demonstrates persistence and commitment to completing tasks and objectives.
- Delivers work output to the required standard.
- Pays attention to detail and quality of work.
- Demonstrates a commitment to improving working practices and supports company plans and policies.

Working with People

- Ability to build and maintain working relationships with others and is seen as 'approachable'.
- Operates effectively as part of a team.
- Willing to offer help to all colleagues to ensure company success.

Problem Solving

- Demonstrates sound judgement and good decision making when dealing with problems.
- Able to identify a problem arising and can develop a solution or take the correct course of action.
- Knows when to seek guidance or further input from others before taking action.
- Checks that information is accurate and complete.
- Looks for new solutions to problems as well as tried and tested methods.

Communication Skills

- Able to express oneself both orally and in writing in a clear and constructive way.
- Willing to ask questions, listen to others views and accept advice.
- Willing to contribute ideas and seek improvements.
- Good client / Introducer handling skills both by telephone and face to face.

Experience Required

Essential

- Computer literate with good keyboard skills and a working knowledge of using software packages.
- Recent practical experience of using word processing packages (preferably Microsoft Word).
- RSA Stage 2 Typing (50 words per minute copy typing).
- Recent practical experience of Audio Typing.
- Recent practical experience of working in an office environment.
- Practical experience of handling client enquiries both by telephone and face to face.
- Working knowledge of using photocopiers, fax machines.

Desirable

- Practical experience of working in a legal office environment.
- Experience of working in a networked Windows environment.
- Demonstrates a commitment to personal development.