

Job Title	Secretary/PA to Property Litigation Team
Responsible To	Litigation Solicitor/Conveyancing Manager
Location	Dorchester

Main objective of post

Delivering excellent legal services within the Property Litigation Team, the post holder will contribute to a performance driven environment with the aim of exceeding financial targets whilst providing top notch secretarial support in an effective manner, to include fast accurate audio/copy typing, diary managing and liaising with clients whilst offering the opportunity to develop fee earning skills. Taking a pro-active role with the workload you should have the ability to prioritise, work to tight deadlines and to also be able to follow instructions. To undertake any other duties appropriate to the grade of the position

Key Tasks

- To provide excellent customer service and to respond to the needs of clients and to understand their business needs (this will include clients/barristers/solicitors and internal clients)
- To liaise effectively with Litigation Solicitor and provide comprehensive secretarial support to fee earner, and to provide general secretarial support as required – to include desk management
- To ensure all audio/copy typing is transcribed within the time frame agreed, in an accurate and timely fashion
- To develop client base within the commercial team & to work with bpl as required to develop its business as a whole
- To ensure all post is dealt with on the day of its receipt
- Effective diary management, and be aware of court dates and key dates including limitation dates as advised.
- Provide low level fee earning – e.g. organising trial bundles, paginating witness statement exhibits, document scheduling and the like
- Provide general administrative support to include completing cheque receipts/drafting cheques, filing/copying documents etc
- Monitor time recorded against fee estimates given and liaise with Litigation Solicitor as appropriate to avoid estimates being exceeded
- Ensure clients are billed timely and appropriately
- To effectively maintain and housekeep all case files
- To ensure all telephone calls are dealt with/responded to, taking messages from clients as required
- To ensure presentation of documents are accurate
- To meet all deadlines within the agreed timeframe.
- Attend to clients and other persons in the Reception area
- Maintain client confidentiality
- To provide general assistance in the absence of other team members, this is to include holiday and sickness
- To possess a flexible approach in providing support to other teams dependent upon capacity, as required
- To be proactive in developing personal knowledge and skills

Key Competencies required for the role

- Computer literate
- Team player
- Flexibility
- Ability to prioritise workload
- Ability to work under pressure
- Attention to detail
- Good communication skills
- Personable (i.e. can build rapport with clients quickly)
- Maintain client confidentiality

Knowledge and Experience required for the role

- Familiar with using MS Office applications (e.g. Outlook, Word)
- Some Legal Secretarial experience would be preferable, but is not essential
- Excellent Secretarial skills
- Experience of Solcase or other data management

This is a description of the job as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job.

Health and Safety Statement

All employees must observe and comply with bpl's Policies and Procedures for Health and Safety.

Equal Opportunity Statement

All employees must observe and continually promote equal opportunities and customer care

Prepared By: HR Manager/ Prop Lit Sol

Date: March 2014

Secretary

Person Specification

Attributes	Essential	Desirable	How Identified
A Physical	<ol style="list-style-type: none"> 1. Smart appearance & manner 2. Confident approach 		Appearance & manner at interview Appearance & manner at interview
B Qualifications	<ol style="list-style-type: none"> 1. Minimum of 3 O Levels/GCSE's grades A – C including Maths 2. Touch typing 		Application Form & Certificates Application Form/ Interview
C Experience	<ol style="list-style-type: none"> 1. Experience of administrative procedures in a context similar to this role 2. Experience of audio and copy typing 	<ol style="list-style-type: none"> 3. Previous experience of working in a litigation background 4. Previous experience of working in a conveyancing background 5. legal secretarial experience 6. Experience of diary management 	Application Form/ Interview Application Form/ Interview Application Form/ Interview Application Form/ Interview Application Form/ Interview Application Form/ Interview
D Knowledge & training	<ol style="list-style-type: none"> 1. Appreciation of Confidentiality. 2. Confident in the use of Microsoft Word and Excel and outlook. 	<ol style="list-style-type: none"> 3. An understanding of conveyancing 	Application form/Interview Application Form/ Interview Application Form/ Interview
E Attitude and other skills	<ol style="list-style-type: none"> 1. Positive and enthusiastic 2. Ability to communicate effectively in writing 3. Ability to communicate verbally at all levels. 4. Flexible approach 5. Accuracy, both financial and written 6. Prioritise effectively and meet deadlines 7. Customer focused 		Assessed at Interview Application form Assessed at Interview Application Form/Interview Application Form/Interview Application form/Interview Assessed at Interview

If more than six applicants pass the minimum shortlist score of (20) only the top six scores will be interviewed.

Maximum Score for Shortlist = Essential 27: Desirable 15 = 42