

Residential Conveyancing Administration Assistant

Job Description

Overall Purpose:

To provide proactive administrative and legal support to the residential conveyancing team (and occasionally other fee earners within the growing Lawson-West Commercial Department).

To assist with providing effective liaison between the team and clients, solicitors and third parties on a regular basis so that excellent business relationships are maintained to the standards of the Company and the Law Society's Conveyancing Quality Scheme.

Reporting to: Head of Conveyancing Department

Main Duties:

1. To provide office administrative support in a timely and accurate manner including, opening files, client ID checking, filing, faxing, scanning and photocopying and closing files. Including ensuring **all** communication with clients is saved on the case management system once the file is opened.
2. Working with Claire dealing with balances on files, contacting the clients to attempt to return funds. Ensuring all communication with clients is saved on the case management system.
3. Working with the team, to provide legal support, taking instructions from clients, giving fee proposals, keeping clients and agents updated, updating the case management system, and ensuring details on DPS and InfoTrack are correct.
4. Monitoring the New Enquiry Form and providing a report with the updated figures every Monday (or next working day if you are off). Ensuring all sections of New Enquiry Form are completed to ensure information in the report is accurate.
5. To liaise with colleagues, clients and third parties in a professional and confident manner and to assist the fee earners, paralegals and Claire as necessary.
6. Preparing completion statements for approval by accounts and to go to clients to check accurately and in a timely manner in readiness for completion.
7. Preparing the e-chits and relevant forms in readiness for completion and for approval by accounts in a timely and accurate manner in readiness for completion.
8. To assist with pre completion work such as preparing SDLT returns to go to clients to check and sign.
9. To assist with post completion tasks such as SDLT returns, Land Registry applications liaising with lenders as required.
10. Ensuring the post is scanned in and allocated to the correct files daily and the list circulated to the team. When on annual leave to ensure someone is dealing with this in your absence.
11. To ensure confidentiality and the security of all client details, files and correspondence at all

times and to comply in all regards with the Law Society's Conveyancing Quality Scheme

12. To undertake any other reasonable duties which may be allocated by your Line Manager as required.

Job Features:

Organising and prioritising their own workload to fit in with the needs of the department and workload from fee earners to ensure work is returned in a timely manner

Supporting the team... to support other members of the department in meeting client requirements and the company's business objectives assisting them at busy times and providing cover for absence and to free lawyers to concentrate on fee earning work.

Marketing... to be an active member of the team, helping to ensure client satisfaction and to participate in marketing initiatives including assisting the Company's Marketing Manager

Seeing clients to talk to clients (both in person and on the telephone) to tell them of the current position on their transactions and other information.

Internal / External Relationships:

Internally.. to help maintain sound and supportive business relationships with all departments

Externally.. to ensure the highest level of client care, consistent with the Vision, Mission and Values of the Company, and the Law Society's Conveyancing Quality Scheme.

Client Care..

To provide the highest standards of client care in every case and, in accordance with the Company's client care and complaints policies, when requested to-

Problem Solving.. to be proactive in addressing problems and to participate in improving operating practices consistent with the Company's policy of continuous improvement.