

## EMPLOYEE JOB DESCRIPTION

<b>Job title:</b>	Administration Assistant/ Receptionist
<b>Position:</b>	Full Time - 35 hours per week
<b>Department:</b>	Ambleside Office and Conveyancing
<b>Reports to:</b>	Lizzie Priestley
<b>Location:</b>	Ambleside Office (in an emergency Windermere office cover may be needed)

### Job Summary:

To provide administrative and Reception support to the Ambleside branch and Conveyancing department and from time to time complete tasks for other departments in the firm as required.

### Key Tasks:

#### General office duties

- Assisting with opening, sorting and distributing the incoming mail.
- Sorting, preparing and franking the outgoing mail ready for collection.
- Taking banking to the post office as required
- Archiving of files.
- Retrieving and returning archived files from storage and maintaining up-to-date records of the whereabouts of files.
- Greeting clients and answering calls
- Sending, receiving and distributing emails, faxes, photocopying, and post and undertaking general clerical work
- Scanning incoming post and saving it to the correct file.
- Liaising with employees at all levels and clients to relay messages and assist with enquiries etc both face-to-face and on the telephone.
- Maintaining a high level of confidentiality regarding client circumstances and work undertaken by the firm.
- Typing of notes and correspondence from notes or dictation.
- Undertaking errands as required.

## **Conveyancing Department support duties**

### **File opening**

- Setting up all new clients and ensuring this is done accurately and duplicated clients are kept to a minimum,
- Drafting client care letters for checking by the fee earner/assistant in the relevant team
- Dealing with client care received - scanning signed documents, logging ID etc.
- Checking completion statements as requested by fee earners or assistants
- Sales – requesting/sourcing deeds, requesting initial redemption statement, chasing up missing items from the client care received, e.g. funds, mortgage details, ID.
- Sales – ordering office copies etc to enable contracts to be drafted, initial letter to o/s, drafting contracts as requested
- Purchases - requesting missing items from client care received, e.g. ID, search fees
- Purchases - submitting searches
- Sales and purchases – making phone calls to clients and estate agents as requested

### **Post completion**

- Sales – dealing with post completion requests for evidence of discharge of mortgages or missing transfer deeds etc, sending deeds to buyer's solicitor if required
- Purchase – prepping up AP1s and scanning on all necessary documents for approval by fee earner/assistant
- Dealing with HMLR Requisitions
- Dealing with ledger balances to be cleared before archiving
- All archiving of files and deeds