

Job description – Secretary

Key Tasks/Responsibilities

- Digital Dictation, able to prioritise urgent matters
- Deal with all administrative duties associated with the role
- Arrange appointments – both in and outside the office – in person and via telephone
- Deal with clients' queries in person when they visit the Offices & on the telephone, take detailed messages, pass to Solicitor/Fee Earner ensuring calls are returned
- Filing photocopying when necessary, sending e mail/ fax messages upon request
- Closing & archiving files
- Ensure that the outgoing Royal Mail & DX post is available for signature and ready for collection by the Post room staff at the appropriate times
- Provide cover for other secretarial staff holiday/sickness absence within the Department as and when required
- Ensure that the Solicitor/Fee Earner responds promptly to letters and telephone calls
- Secretary must be aware always where the Fee Earner is, so he /she can be contacted if required
- Maintain their personal; central & Court Diary keeping it up to date – daily where necessary placing out of office message to advise of Fee Earners availability
- Respond to all other reasonable instructions from Fee Earners
- Responsible through the appropriate Fee Earner to the Head of the Department
- Respond quickly and efficiently to all clients' needs and requests

This is not an exhaustive list but outlines the main duties

Person Specification

- Polite professional friendly demeanor
- Computer literate
- Good standard of Education minimum GCSE
- Good typing accuracy & speed
- RSA or equivalent qualification preferred
- Nice telephone manner & good communicator
- Interpersonal skills
- Organised
- Methodical
- High standard of English grammar & numeracy
- Able to work on own initiative & meet deadlines