**Job title: Paralegal**

**Department: Conveyancing**

**Reports to: Fee earner**

**Overview of role**

To provide expert legal support to the Conveyancing department and progress matters in fee earner absence. To handle matters through to the closure of the file with regular communication with clients and third parties over the phone, or in person.

**Main Tasks (this list is non-exhaustive):**

* Issuing quotes using Perfect Portal;
* Opening files and onboarding client;
* Dealing with client due diligence and processing the relevant checks;
* Assisting with ordering of searches;
* Generating accurate requisition slips for payments on our system and obtaining the bank account details for the relevant recipients;
* Generating letters and sending by email or uploading to a client portal;
* To attend to clients both on the telephone and in person. To take and record accurately all messages;
* Assisting in the drafting of Contracts electronically;
* Assisting in the setting up of completions;
* Carrying out post completion tasks;
* Archiving and invoicing files;
* To confidently cover for your supervisor during absences and to confidently manage the client’s expectations and deal with queries and assist in moving cases forward;
* To ensure the confidentiality and security of all practice and client's documentation and/or information;
* Answering calls;
* Seeing clients in person to sign documentation or answer queries.

**Training**

* Fraud;
* Data Protection;
* Anti-Money Laundering training;
* Cybercrime;
* To actively keep up to date and further your knowledge within the area of which you work.

**Inclusive responsibilities:**

* To act in the best interest of the firm at all times;
* To adhere to the firm’s policies at all times;
* To be respectful at all times to colleagues, suppliers, clients and any other visitors of the firm;
* To provide a high standard of client care.

**Qualities:**

* Calm and approachable;
* Team player;
* Positive attitude;
* Mulitasker;
* A professional approach to work, integrity and a respect for confidentiality.

**Skills/Experience:**

* Ideally educated to at least Law degree, or relevant legal experience of at least 2 years;
* Excellent communication skills, both written and oral;
* Analytical and problem-solving skills;
* Excellent time management skills;
* Accuracy and attention to detail;
* Numeracy and IT skills;
* Ability to plan work and prioritise tasks;
* Interpersonal skills, to work as part of a team or with other people and organisations;