

**Job title: Paralegal**

**Department: Private Client**

**Reports to: Fee earner**

**Job type: Full time (Will consider flexible working)**

**Monday – Friday 35 hours per week**

**Salary - £21,000 - £23,000**

**Benefits:**

- Starting at 23 days holiday + Bank holidays with potential to move up to 28 days + Bank holidays
- Salary Exchange pension with Royal London
- Flexible working
- Employee discount
- Sick pay scheme
- Vitality health insurance
- Study leave
- Training & career progression opportunities

**Overview of role**

To provide expert legal support to the Private Client 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):**

- Opening files and onboarding client;
- Dealing with client due diligence and processing the relevant checks;
- Assisting in the drafting of Wills & Lasting Powers of Attorney;
- Assisting with the distribution of estate by generating accurate requisition slips for payments on our system and obtaining the bank account details for the recipient;
- 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;
- To make appointments, arrange meetings and maintain an up-to-date appointment and reminder diary;
- To ensure the confidentiality and security of all practice and client's documentation and/or information;
- Provide photocopying support to the team;
- 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;
- Multitasker;
- 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;