

Job description – Family Team Administrator

Position	Family Team Administrator
Job purpose	Working within the existing Family Team, to provide a high level of admin support to the Family Team Partners and other Fee Earners to enable them to efficiently progress their client cases
Reports to	Family Team Partners
Accountable to	Partners and Office Manager
Hours	Monday – Friday – part-time hours to be agreed – approximately 20 – 25
Location	Winston Solicitors 112 Street Lane Leeds LS8 2AL

Main responsibilities

Working within the Family team, proactively providing administrative support to enable the team to service clients efficiently and effectively, conclude cases promptly and maintain a high level of profitability. Maintain a high standard of client care and confidentiality to all clients.

The role is primarily an administrative role involving a high-level of case management work. It will include:

- Collating, uploading, labelling and managing incoming correspondence and documents and filing within the Case Management System (CMS).
- Electronic file management within the CMS to include opening, closing, archiving and retrieving files.
- Updating and maintaining client/third party data within the (CMS).

There will be other aspects to the role which may include the following:

- Providing general administrative supporting including scanning, photocopying, collation and organisation of documents, and overseeing the sending of hard copy mail.
- Dealing with clients on the telephone and/or in person regarding appointments and routine queries.
- Liaising with other third parties such as the court, counsel's chambers, accountants, property/land agents by telephone and email.
- Liaising with the Finance Department and dealing with the CMS postings in respect of receipt of client funds and payment of disbursements etc.
- Assisting with anti-money laundering procedures, processing client's ID documentation and performing AML checks.
- Entering and maintaining key dates and events in respect of client's cases within the CMS following receipt of court orders.
- Preparing document bundles (within dedicated other software to include indexing, paginating, bookmarking and hyperlinking documents).
- Assist the fee earners with the firm's invoicing procedure, drafting and sending letters to clients enclosing invoices and time schedules and chasing payments by email.

Person specification

Essential skills, experience, behaviours and qualifications

Skills

- Must be proficient in Microsoft office software. Other software experience would be helpful but training can be provided where relevant.
- Excellent communication skills both verbal and written
- Good organisational skills with the ability to multi-task
- Ability to work autonomously and within a team
- Ability to work under pressure and effectively manage conflicting priorities
- Capable of using diplomacy, tact and sensitivity when dealing with others

Experience

- Experience working within an office environment would be helpful
- An understanding of Case Management Systems to a basic level would be helpful
- Previous experience of working in a law firm / family law would be preferred but not essential

The preferred candidate will have a high degree of personal integrity and commitment to fairness, diversity and equality. They will be willing to participate actively in training and development, will have a “can-do” approach to their work and a genuine willingness and desire to support the department/business they work within.