

JOB DESCRIPTION

SECRETARY

1. Primary role – Probate Secretary.

Providing secretarial support to the Probate Department.

- ◆ Typing letters and documents for fee earners.
- ◆ Photocopying accompanying documents.
- ◆ Faxing urgent matters.
- ◆ Operate all relevant computer packages (e.g. Word, Practice Management system, Case Management etc.)

Dealing with enquiries from new and existing clients and providing a high level of client care service to them, including:

- ◆ Seeing new clients who call in for appointments and taking initial details and arranging appointments.
- ◆ Taking telephone calls from new clients and dealing with their needs and making appointments.
- ◆ Dealing with telephone enquiries from existing clients.
- ◆ Dealing with telephone enquiries from other agencies

The generic role is described in more detail in Sections 6.1 to 6.7 of the Office Manual.

2. Your immediate line manager is Jonathan Potter

Your overall line manager is Duncan Lyon