



## THACKRAY WILLIAMS JOB DESCRIPTION

Job Title: Legal Assistant  
Responsible to: Head of New Build  
Hours: Full Time  
Location: Bromley

We are looking for an enthusiastic and conscientious Legal Assistant to join our Residential New Build team. This position is ideal for someone with experience in residential property law. This is an exciting opportunity to excel in a client facing and administratively intense role within a firm that actively strives to be the best in industry and is committed to the development of its people. Our real estate department is a strategically important arm of Thackray Williams with an established and well-regarded reputation. Our conveyancers have ambitious targets and will rely on their Legal Assistant to help them manage matters from the initial enquiry all the way through to post completion.

### Summary of role

The Legal Assistant will be supporting conveyancers in the New Build Team and assist them in preparing files for exchange and completion. The Legal Assistant will take an active interest in and obtain a thorough understanding of all aspects of client requirements to provide exceptional service levels to both the conveyancers and clients.

### Responsibilities

- Assisting clients with enquiries and providing updates
- Carrying out AML and source of funds checks
- Reviewing mortgage offers and drafting a report to the client.
- Taking instructions from clients to exchange contracts
- Preparing a matter for completion, including requesting the mortgage funds, submitting searches, preparing a completion statement and bill
- Supporting conveyancers in all aspects of the transaction process
- Maintaining accurate case management records and documentation
- Prioritise incoming calls and emails

### Communication

- Take internal and external telephone queries, responding as appropriate and/or ensuring that all messages are passed on in a timely manner
- Monitor post and/or e-mails and dealing with as appropriate and ensure that all client related correspondence is passed on to an appropriate fee earner if the relevant person is out of the office



## Client relationship management

- Become an active part in the care of clients and be wholly familiar with contacts/clients
- Enter, maintain and update client details and relevant information on the firm's contacts system
- Deal with client queries and general administration

## Person Specification

- Previous Legal Assistant/Paralegal experience within Residential Conveyancing (a minimum of 18 months experience is required)
- Advanced knowledge of Microsoft Word, Outlook and Excel
- Excellent communication and organisational skills
- Experience of building and maintaining internal and external client relationships
- Effective ability to prioritise workloads
- Exceptional attention to detail
- A team player and 'can-do' attitude
- Able to work autonomously on tasks whilst remaining a key member of the team
- Able to remain calm under pressure and work to tight deadlines
- Have a positive approach to daily tasks and have a solution focussed working method

## Personal attributes required in line with the firm's core competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies for this role are aligned to those expected of a Legal Assistant in the core competency framework.

## Hours

Normal working hours are 9am to 5.30pm. Staff will be expected to be flexible and to arrive earlier and stay later when the job or business requires. There may be an opportunity to work alternative hours upon request, dependent upon this meeting with the business needs.