JOB DESCRIPTION

POSITION TITLE: Contentious Probate Solicitor
ACCOUNTABLE TO: Department Head

OBJECTIVE OF POSITION

To ensure that clients are provided with an expert, professional and friendly service on contentious probate and trust matters as well as meeting or exceeding company standards and client expectations.

KEY TASK AREAS

- To provide clients with accurate, appropriate and up-to-date advice in relation to contentious probate and trust matters.
- To establish and maintain excellent relationships with clients
- To undertake all related administrative tasks in accordance with company procedures, including
    - Responding promptly to all enquiries from new and existing clients, fully completing client opening details on the relevant system
    - Ensuring that clients receive required information in a timely manner
    - Ensuring that all files contain the appropriate documentation relevant to the case
    - Ensuring that all client data held on the case management system is accurate and up to date
    - Closing matters in an efficient and timely manner, including following up all cases with client satisfaction questionnaires
- To communicate effectively with clients and colleagues in a clear and accessible manner
- To achieve billing and time recording targets
- To undertake out of office appointments and home visits as requested
- To maintain financial control of own ledger with particular regard to cash flow control through collection of monies on account and billing procedures
- To manage own workload effectively
- To ensure the confidentiality of the firm's and client's documentation and information
- To participate in marketing and networking activities whether on a firm-wide, departmental or office basis
- To adhere to company standards, policies and procedures at all times
- To contribute positively to departmental and firm-wide activities
- To undertake relevant training as required
- To comply with the Solicitors Regulation Authority Code of Conduct at all times

KEY REQUIREMENTS

Qualifications

- To be qualified and eligible to practice as a solicitor in England

Experience

- 2-5 years post-qualification experience of dealing with contentious probate matters (80% of your workload), or ability to demonstrate equivalent skills
- Experience of delivering excellent customer care in a legal environment

Knowledge

- To have up to date knowledge of civil litigation rules and litigation procedures, wills, trusts and probate processes, procedures and legislation

Skills and Abilities

- Ability to quickly build strong, productive relationships with clients and colleagues
- Ability to work independently
- Self-motivated
- Excellent case management skills including ability to prioritise caseload and re-schedule as required to meet deadlines
- Excellent problem solving ability
- Ability to represent the firm in a professional and positive manner at networking and other events
- Must be organised, methodical and accurate
- Ability to work under pressure and to deadlines
- Ability to work without close supervision
- Ability to work effectively as part of a team
- IT literate including good working knowledge of Microsoft Office Applications
- Ability to think ahead and use initiative
- Ability to communicate courteously in a clear and concise manner with both clients and colleagues
- A polite, friendly and confident telephone manner
- Excellent time management skills
- Conscientious and common sense approach to work
- High levels of accuracy and good attention to detail
- Ability to generate new business through marketing and business development activities.

Other

- Willingness to attend networking and business development events
- Commitment to undertaking continuing professional development
- Flexible attitude to hours and nature of work
- Satisfactory Enhanced level Criminal Records Bureau Disclosure