



Role Profile – Full Time Administrator

This is a full-time role, based at Woolley & Co, Solicitors' head office Warwick Enterprise Park, Wellesbourne, Warwick, CV35 9EF.

Salary: £22,000 - £25,000 per annum depending on experience

Main purpose of the role:

To provide front line administrative support for national law firm Woolley & Co, as part of a small head office team

Main responsibilities:

- Handle incoming calls from clients, solicitors, barristers, suppliers etc
 - processing new enquiries via a case management system and distributing enquires to lawyers
 - filtering calls and handing over the call to other relevant members of staff
 - taking comprehensive messages
- Process and distribute new client enquiries received via web forms and emails
- Use excellent communications skills to provide a professional first impression of the business
- Provide administrative support to the Office Manager, lawyers and other members of the head office team
- Follow administrative procedures as explained by the Office Manager
- Scanning, photocopying and filing confidential documents
- Support the accounts team with taking payments from clients, preparing and sending client bills and following credit control procedures
- Assist in the preparation of regularly scheduled reports to an agreed format and standard

Education and experience requirements

- 3 years+ administration experience
- 3 years+ call handling experience
- Knowledge of software including: Microsoft Word, Excel and Outlook
- Knowledge of virtual telephony/ switchboard systems and case management systems an advantage
- Good verbal and written communication skills
- Excellent attention to detail and good time management skills

To apply for this role, email a copy of your CV with a covering letter explaining your relevant experience to natalie.judge@family-lawfirm.co.uk.