

emgsolicitors

Supporting Clients. Protecting Assets. Changing Lives.

Legal Secretary

Darlington





About the Role

What are we looking for?

We are currently looking to recruit a Legal Secretary who ideally will have 2 years' experience working within Family.

Where will you be based?

This role will be based in our Darlington office, but we may expect you to travel and work from other offices from time to time.

How many hours will you be working?

This is a full-time role which is 35 hours per week, however at EMG Solicitors we work flexibly, it's not a 9 to 5 role, but we do expect the work to be done, when you do it can be largely up to yourself, your Team Leader and the requirements of your clients.

A brief overview of the role:

This role works within the Family team. We actively support one another and place a great deal of emphasis on teamwork. The main purpose of the role will be to provide an efficient and effective legal secretarial support to the Family department in our office in Darlington.

What will we expect from you:

Undertaking work

You should be passionate about providing:

- o Technically excellent advice and support to clients, delivered in a user-friendly way.
- o Exemplary client service.
- o We take the view we stand and fall as a team - you will need to work both on your own and as part of a team.
- o Support to your colleagues.



About the Role

Getting paid for the work you do.

- You will support and assist the Family fee earners as far as is possible.
- You will be responsible for audio and copy typing for the fee earners as well as processing all claims for client related expenses (obtain from fee earners on a regular basis) and personal expenses for members of the Family team.
- The role involves organising client appointments and arranging meeting rooms.
- You will oversee general administration of all Family files and maintain awareness of files so as to be able to take messages and update clients on the telephone as required.
- General firm administration is part of the role and involves preparing and posting chitties, maintaining internal registers or storage of deeds and documents.

To be able to perform this job you will need.

- As far as qualifications go you will need to have a good standard of education with preferably 2 to 3 years' experience in a legal secretarial role.
- You will need to undertake duties professionally, with utmost skill and care, always putting clients first.
- Ensuring that the firms procedures are always adhered to and followed, respecting client confidentiality at all times.
- You will need to have the ability to relate to a wide range of clients and manage their expectations, handling difficult clients effectively.
- You will need to have both excellent organisational skills and oral/written communication skills.
- Previous experience working within a Family team would be ideal
- Experience of working in a secretarial/administrative role as well as knowledge of using Windows, Microsoft office, Word, Excel, Outlook and case management systems.
- To have the confidence to inform the team leader of any serious problems you could encounter with client files.
- You will need to be willing to attend and complete any relevant training as required.



What we're Looking For

A little bit about us:

We are an award-winning Legal 500 Boutique law firm with offices across the North. We provide a range of legal advice to both private individuals and businesses across the region and nationally.

Our mission is: We provide the legal support our clients require in order to achieve anything from their basic needs to their wildest dreams and everything in between.

We specialise in Court of Protection, Deputyships, Family Law, Residential Conveyancing, Commercial Property, Litigation & Disputes and Wills, Trusts & Probate Services.

A little bit about the colleague we're looking for:

We're looking for a colleague who aligns with our core values of:

- **Cooperation** - we proactively support our clients and each other.
- **Courage** - we are ambitious and think big.
- **Excellence** - we deliver excellence.
- **Integrity** - we are open and transparent.
- **Kindness** - we value people, communities, having fun and being happy.

We want someone who will work proactively to deliver exceptional client service through the knowledge and skills they bring to the role. We want someone who will go the extra mile for both their clients and their colleagues, so we can **all** achieve anything from our basic needs to our wildest dreams and everything in between.

Some of the behaviours we want to see demonstrated in this role:

Co-operation – You will need to work proactively together with your team towards your common goals, letting them know when you are able to help.

Courage – You have the courage to ask questions and expect a helpful answer. There is never a stupid question

Excellence – You communicate effectively to manage clients and colleagues expectations.

Integrity – You will work in a way which demonstrates fairness, openness and honesty offering training and sharing knowledge. If you do happen to make a mistake, we would want you to raise these with your supervisor without fear of any reprisal.

Kindness – We ask that you listen, encourage participation and allow people to be heard, noticing when colleagues and clients may need an extra hand and an offer of help.



What We Offer

What you can expect from us:

We take pride in our employment offer and believe it has something to appeal to everyone, but we're always reviewing our proposition to make sure it remains competitive and relevant.

We provide a full complement of training to support you and develop you in being the best you can be in your role; this starts with a comprehensive induction to really help you settle into your new role.

In addition to a competitive salary, we offer a bonus scheme which is paid equally to everyone across the firm on an annual basis dependent on the hours contracted to work and the colleague's length of service within that year of employment.

Our pension scheme is currently run through Standard Life and our employer contributions are 4%, we also provide death in service cover of three times salary.

Holidays are 25 days per year plus Bank Holidays and we also have 3-days non-contractual leave at Christmas, these holidays are all pro rata for colleagues who work part-time. On each 5th year of employment, you receive an additional 5 days holiday for that year.

We like to celebrate things, so for your birthday you will receive a £50 voucher to spend on anything you like and to give you time to spend it, you can have a late start or early finish on or around your birthday. We also want you to enjoy Christmas, so we give all our colleagues a £50 voucher at Christmas as well.

To help you stay fit and well we provide free flu jabs to those colleagues who want one and for colleagues who are having babies we support them through Dear Bump, providing welfare packs and support through your pregnancy.

Our YODHA App. provides colleagues with free health advice and access to counselling, on-line GPs and physiotherapy as well as providing discounted shopping. And finally, if you want to take the family or friends out, we have two passes for Beamish open air museum which you can book out and take up to 10 people to the museum free of charge.

And by living our values through the EMG way,
this is how our clients describe us:

COMMUNITY-MINDED.

PHILANTHROPIC.

Do the right thing.

mindful.

Interested. *

GO THE EXTRA MILE.

Inclusive.

DIVERSE. OPEN.

Trustworthy.

Approachable.

Patient. Positive.

growing.



emgsolicitors

Supporting Clients. Protecting Assets. **Changing Lives.**

Offices across the North.

Durham. Darlington. Newcastle. Penrith. Manchester.

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