



## **Administrative Assistant - H&H Land & Estates**

**Job Title: Administrative Assistant - H&H Land & Estates**

**Reporting to: Associate Director H&H Land & Estates**

**Overall Job Purpose:**

To provide reception and administrative support and be the first line of contact for the clients of H&H Land & Estates

**Job Description**

**Primary Accountabilities**

1. To provide the first line of contact for H&H Land & Estates by answering telephone calls and receiving visitors to the premises, ensuring a high-level of client care is maintained from first contact through to contact with professional staff.
2. To work with fee earners and finance, co-ordinating and inputting client data onto the H&H Land & Estates practice and property management systems ensuring up-to-date client information is maintained on a daily basis.
3. To undertake confidential client related administrative duties as required, including the production of accurate correspondence and documentation from either audio or written instructions as required.
4. To receive, record, reconcile and bank monies on behalf of H&H Land & Estates and provide the necessary documentation to clients and make required entries into company records.
5. To file correspondence and documentation – both manually and computerised
6. To maintain client files
7. To assist with the sorting, franking and distributing of incoming and outgoing post.
8. To ensure accurate communication between the clients, any other either external or internal visitors or callers and the staff of H&H Land and Property Limited by taking, recording and relaying messages.
9. To assist as required in maintaining the aesthetic appearance within the general office H&H Land & Estates by ensuring that public and work areas are orderly and tidy.
10. To ensure discretion and client confidentiality at all times
11. To monitor the payment records on behalf of clients and taking appropriate action in order to recover outstanding debts.

**Secondary Accountabilities**

1. To acquire current knowledge with regard to Health & Safety and in particular to legislation relevant to the company and to seek advice accordingly.
2. Operational ad hoc duties.