

## Trusts Administrator - Job Specification

<b>Job title:</b>	Trusts Administrator
<b>Reporting to:</b>	Head of Department
<b>Hours per week:</b>	Full time 36.25 hours per week, permanent
<b>Location:</b>	Ringwood

Fretten's is looking for a Trusts Administrator team member to join a busy Wills & Tax department in the heart of Ringwood.

### Core values - what we look for in all Fretten's staff:

Someone who:

- Is IT literate and confident in learning new processes
- Has consistently friendly, approachable conduct
- Doesn't use jargon with clients
- Co-operates with colleagues from all teams
- Enjoys working as part of a team, helping and supporting others
- Has the ability to work calmly, even under pressure
- Takes personal pride in their work and responsibility for issues
- Maintains appropriate client contact

### Essential qualities

We welcome applications from people with the following essential skills, attributes and experience:

- Excellent organisational skills
- Ability to convey information accurately and articulately both verbally and in writing
- Can communicate effectively at all levels
- Focuses on detail, needs to be methodical, organised, systematic
- Able to prioritise workload and deal with interruptions
- Uses initiative
- Returns clients calls
- Excellent customer service

### Desirable talents

- Previous legal background/experience
- Generates new ideas, thinks of original solutions
- Anticipates client's future needs, sees opportunities for other teams and makes suitable introductions
- Aims to sell Fretten's on service and values (rather than price alone) and follow up on viable enquiries

### Salary and Benefits

Salary is negotiable dependent on experience.