

Trusts Administrator - Job Specification

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

Frettens 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 Frettens 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:

- Minimum GCSE qualifications
- Previous experience working in a legal environment
- Ability to convey information accurately and articulately, both verbally and in writing
- Excellent organisational and communication skills
- Uses initiative
- Focuses on detail, needs to be methodical, systematic and organised
- Ability to structure own workload, making best use of resources and time
- Returns client calls and maintains appropriate client contact
- Able to sell Frettens on service and values and follows up on viable enquires

Desirable talents

- Previous experience within Trusts and/ or Private Client
- Anticipates client's future needs, sees opportunities for other teams and makes suitable introductions
- Ability to adapt and respond to changes

Salary and Benefits

Salary is negotiable dependent on experience.