

**PERSON SPECIFICATION:**

**Legal Administrator**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education (minimum of GCSE level Maths and English or equivalent) | CILEx qualification  Legal Secretary qualification  Paralegal qualification  Secretarial qualification  Administration qualification |
| **Experience** | Experience of working within a legal or conveyancing department AND/OR experience of working for a housing association  Dealing with queries from customers or their representatives (face to face, telephone, e-mail or letter) |  |
| **Knowledge, Skills & Abilities** | Excellent organisational and interpersonal skills, with a customer focus  Highly literate and numerate, with the ability to produce quality documents  Calm under pressure, self-motivated, able to effectively plan and manage own workload to achieve deadlines  Flexible and able to work individually and as part of a team  An effective problem solver with precise attention to detail  Drive and commitment  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where relevant  Able to deal in a professional manner with colleagues and people outside the organisation  Commitment to continuous training and development | Able to analyse and scrutinise information |