

PERSON SPECIFICATION (Support Staff)

JOB TITLE: ASSISTANT
 BUSINESS GROUP: RESIDENTIAL CONVEYANCING
 LOCATION: CHANDLER'S FORD

Criteria	Essential	Desirable
Skills/Qualifications	<u>Skills:</u> • Accurate and precise • Typing • Needs to be extremely well organised and tidy • Able to run a tight diary schedule • Able to work within a team environment as well as on own initiative • Able to work under pressure • Flexible	• Attention to detail with figures • Attention to detail in respect of Case Management and Quality Standard Policies
Knowledge	IT literate	Case Management
Experience	Conveyancing Residential Property Secretarial/Admin experience	
Presentation	• Presentable appearance • Good telephone manner	
Attributes	A "Warner Goodman person" is one who shows at all times:- 1. The utmost honesty and integrity 2. A "can do" positive attitude 3. A willingness to help others and to go the extra mile 4. An enthusiasm for the firm, its people and its clients 5. A sense of pride and loyalty towards the firm and its people 6. A flexible attitude towards their job description	

	7. A passion for delighting our clients 8. A desire to communicate with our clients and our people in a polite, friendly, approachable and pragmatic manner 9. An ability to deliver fees and focus on individual profitability 10. A desire to seek continual innovation and improvement	
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