



Role: Senior Legal Assistant

Reports to: Manager Legal Services

Scope of role

- Conduct mortgage and property work for and on behalf of National Counties Building Society and its subsidiaries.
- Deliver a first class proactive customer service through inbound and outbound communication by telephone, email and letter to all case stakeholders
- Co-ordinate the work of the team to ensure all cases are handled efficiently within agreed timescales, and provide management information on volumes and completion times.
- Deal with property/mortgage related questions from across the Society.
- Maintain and update various information systems.
- Identify ways in which the processes and the systems used in the department could be improved and collaborate with other team members and other departments to implement these changes.
- Assist with the training new members of staff and ensuring that the skills and competences of the existing team are developed.
- Assist with the tracking of legislative and market changes and identify any modifications to policies and procedures required as a result.
- Liaise with 3rd parties including solicitors and other lenders.

Key Skills

- Excellent communication skills both written and verbal
- Good organisational skills and an ability to work to deadlines
- Strong administration skills including an eye for detail and good accuracy
- An ability to learn quickly and take the initiative.
- Good interpersonal skills and a willingness to work as part of a small team.