



JOB DESCRIPTION

Our Mission:

The Law Society will strive to guarantee:
to the public – access to high quality legal services;
to solicitors – vigorous promotion of their interests; and
to society – a leading voice on law reform

1. JOB TITLE.	Conveyancing Quality Scheme (CQS) Administrator	JOB REF:
Directorate & Business Unit	Membership Services	

2. REPORTING RELATIONSHIPS

Responsible to: (Immediate Director/Manager job titles)	CQS Scheme Manager
Other reporting line (e.g. to committee/board/project manager)	
Responsible for: (No. & Job Title)	

3. MAIN PURPOSE OF JOB:

To manage membership applications and administration for the new Conveyancing Quality Scheme.

4. KEY RESULT AREAS:

<p>Manage the registration and contact with applicants to this accreditation scheme from initial application and dealing with any queries or changes to membership details throughout the year as well as the annual renewals process.</p> <p>Membership management – logging applications on the database, processing the application and applying the risk scoring process, informing applicants of the outcome or the need for further information.</p> <p>Maintain and update database of accredited firms on a daily basis.</p> <p>Provide information to internal and external stakeholders</p> <p>Interface with external auditors to arrange any firm audits or inspections as required and instructed by the CQS manager</p> <p>Interface with the CQS schemes panel and appeals panel as required to respond to appeals</p>

or complaints by member firms.

Manage the email enquiry inbox and telephone enquiries on a day to day basis.

Carry out any other related general administrative tasks as required by the Manager.

5. KNOWLEDGE, SKILLS & EXPERIENCE

- A' Level education or equivalent including English and Mathematics
- Excellent customer care skills
- Experienced database user
- Proven administrative and secretarial experience with an intermediate to advanced knowledge of WP Microsoft Office applications including Access, Excel, Word and Power Point or similar package in windows environment. Keyboard– 50wpm
- Excellent written and oral communication skills – effective enquiry handling, tact and - diplomacy – focus on meeting customers' needs.
- Willingness to learn new skills as required.
- Ability to work to deadlines.
- Highly organised and methodical – attention to detail/accuracy and quality conscious, proven organisational skills, ability to prioritise.
- Ability to follow key procedures as detailed in the procedures manual and in particular in relation to carrying out the risk scoring procedure as part of the application process
- Motivated – ability to use initiative and work unsupervised ability to work in a busy - environment, willingness to undertake routine work where necessary.
- Team player – ability to develop positive relationships with team members, external partners and other departments. Flexible approach to supporting the rest of the team as required.
- Numerate and able to manage routine associated with a membership service and benefits delivery operation.

6. CONTEXT AND DIMENSIONS

This is a new and high profile service to members. The post holder will be involved in setting up the database and administrative processes for this service under the direction of the Manager and to comply with existing Law Society processes and procedures.

7. COMPLEXITY & CREATIVITY:

Expected to deal with routine membership activities and enquiries and provide information on service and its benefits and activities without supervision.

Any more complex queries can be referred to line manager.

8. JUDGEMENT, RESPONSIBILITY & DECISIONS

Once the post holder has been trained in the procedures and processes this should be carried out with minimal supervision.



9. CONTACTS & COMMUNICATIONS

Members of the service

External consultants and assessors

Internal and external stakeholders such as lenders, insurers

Law Firms applying for registration

Other departments of the Law Society in the course of their work (finance, post and print rooms, meetings & events, etc.).

10. DECLARATION:

This is a description of the job as it is at present. It is the practice of the Law Society to review job descriptions annually to ensure that they relate to the job as then being performed or to incorporate whatever changes are being proposed.

This review will be carried out by the Director/Manager in consultation with the jobholder, who will be expected to participate fully in such discussions. It is the aim to reach agreement to reasonable changes, but if agreement is not possible the Director reserves the right to decide on changes to the job description commensurate with the job-holder's position in the organisation.

