

## Post Room Assistant (Mail Room Assistant)

**Kinherit – [www.kinherit.co.uk](http://www.kinherit.co.uk)**

We're a law firm specialising in Wills, Trusts, Lasting Powers of Attorney and Estate Planning. We combine quality advice with unique technology to better protect families when their loved ones die. We've solved the problem of how best to hand over instructions and inheritance to the next generation, avoiding the distress so often experienced during probate.

### **Experience / Qualifications**

Whilst starting in an entry level position, there is excellent scope for development. Previous incumbents have been promoted to a Legal Assistant and Trainee Account Managers.

The Post Room Assistant / Mail Room Assistant will need some relevant experience, whether that is general office administration or customer service / customer-facing experience. Most importantly, written communication will need to be good, as well as being able to navigate the normal office IT tools.

Full training is provided

### **Required**

- Confidence in speaking to clients over the telephone
- Good written communication
- Attention to detail

### **Desirable**

- Experience working in a telephone-based role
- Experience in legal or professional services
- Experience working in an office environment
- Experience providing Clients with outstanding service

### **Attributes**

- Excellent verbal communication skills, and ability to engage with Clients via telephone and video (on occasion)
- Excellent attention to detail, both verbal and written, to ensure communication accuracy
- Able to manage and liaise with multiple Clients, estate planners and introducers at different stages on different tasks
- Ability to handle sensitive information with the utmost discretion
- Ability to work as a team and independently
- Ability to use Microsoft Word, Excel, and other IT systems and quick to pick up new systems

## Package

- **Funded and supported professional STEP qualifications (following probation)**
- Salary based on qualifications and experience
  - a. Under 21 years old - £21,139
  - b. No experience or a STEP Student from - £24,365
- 25 days holiday plus 24 & 31 December, and statutory bank holidays
- Pension
- Working hours
  - a. Either full-time 37.5 hours per week
  - b. Or part-time but 5 days a week (20 hours plus)
- Complimentary Will and End-of-Life planning
- Up to 30% discount for immediate family Wills and End-of-Life planning
- Critical illness insurance
- Income protection
- Death in service

## Business Summary

Our mission is to 'Redefine End-of-Life Planning'.

Our qualified Estate Planners help make sense of a range of legal and financial issues, creating a Will that ensures our client's wealth, where possible, goes exactly where they want it to. The Will industry isn't regulated, which means the quality of advice can be low. Every Kinherit adviser qualifies with the Society of Trust & Estate Practitioners (STEP), so we'll always give the best advice available.

## Role summary

The Post Room Assistant / Mail Room Assistant will manage incoming mail and outgoing mail. From sending out legal documents and creating templated outgoing letters / post, to managing the return of signed legal documents and all of the associated admin, the Post room Assistant / Mail room Assistant will take charge of everything

**Career progression is crucial, we support all employees to gain the experience they need for their next step. If you want to gain promotion and become a Legal Assistant / Account Manager / Estate Planner / Legal Quality Controller, the Post Room Assistant role will give you the initial experience you need to set your chosen career path.**