

PD Pending Team Support Administrator (TSA) Role

Reports to: Public Domain Manager

Salary: TBC

Location: London & WFH

Job Purpose:

The purpose of this role is to provide administrative support to the Public Domain department as directed by your Line Manager and Directors, in a timely and professional manner. This is a fantastic opportunity for the right person with a high level of drive and enthusiasm, who is willing to learn.

Main Duties and Responsibilities

- Pending Case File administration:
 - Updating files and internal systems
 - Obtaining regular solicitor updates
 - Dealing with solicitor queries
 - Data entry
 - Updating clients
 - Preparing distribution schedules
- General administrative duties, to include:
 - Writing and sending letters to beneficiaries and clients
 - Calling beneficiaries and clients
 - Ordering of certificates & records online, in person or over the phone
 - Arranging legalisation and translation of documents, as required
- Drafting and sending out commission agreements/administration documents including via Adobe Sign, as required
- Handling client documents and ID
- Countersigning commission agreements
- Arranging visits with local representatives (and compiling associated documents)
- Making phone calls/enquiries to a neighbour, coroner, care home, council, as requested
- Ensuring internal management system is kept up to date
- Processing family tree requests, as required
- Drawing up Distribution Schedules
- Attendance on various training days, as and when required or deemed necessary
- Advanced level of open communication within the PD Team, including support staff, with transparency at all times
- Willingness to offer flexibility with working patterns (contracted hours, lunch break, work load, contact with heirs in different time zones, etc)

Skill Set

- Excellent communication and interpersonal skills
- Comfortable with making/taking phone calls, experienced in dealing with complex personal situations

- Dealing professionally and skilfully with beneficiaries who may not respond well to being contacted
- Ability to effectively negotiate
- Ability to cope under pressure, work on own initiative and organise own workload
- Problem solving skills and the ability to respond to sudden unexpected demands
- Strong MS Office skills
- Attention to detail
- Reliable, Flexible and adaptable
- Contribute to the effectiveness of the team
- Comfortable with a basic level of mathematics

Desirable

- Experience in the field of probate genealogy
- Experience in estate administration procedures