

## Job Description

<b>Date</b>	March 2022
<b>Job Title</b>	Legal Advice and Document Review Lawyer
<b>Reports to</b>	Legal Advice and Review Centre Manager

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### Main Purpose of Job

Provide customers with helpful, friendly and straightforward telephone legal advice. Review legal documents created in Rapidocs, drafting amendments where appropriate and answering customer questions to ensure the completed document meets the customers' needs.

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### Organisation

Epoq ([www.epoq.co.uk](http://www.epoq.co.uk)) is the UK's leading provider of online legal services. By utilising cutting edge document automation technology, integrated workflow systems and content, together with telephone legal advice and document review, we enable insurers and financial services providers to deliver legal services to their consumer and business clients. Our services include "intelligent" legal documents like wills, divorce, employment agreements and tenancy contracts over the web.

Our customers include major brands such as MORE TH>N, Allianz, Which?, Thomson Reuters and Mutual of Omaha. We aim to transform the market for the delivery of legal services, using our technology to make law easy.

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### Responsibilities & Tasks

- Provide legal advice by telephone and email to customers in a range of commercial and consumer issues
- Log all calls taken on the internal system and write notes on action taken
- Review documents created through our Rapidocs system, ensuring they are suitable for the customer's circumstances, answering any questions asked by the customer, and making amendments as required.
- Advice and document reviews will include the following legal areas:
  - ◆ Wills, probate and powers of attorney
  - ◆ Business start ups
  - ◆ Consumer and contract law issues
  - ◆ Employment and health & safety

- ◆ Property law including landlord and tenant
- ◆ Any other legal services or documentation that may be developed and implemented from time to time
- Provide customers with technical support in the use of Epoq's software, Rapidocs where necessary
- Any other duties requested by the Legal Advice and Review Centre Manager

## **Qualifications & Experience**

### **Education & Experience**

- Degree in law, and preferably another legal qualification (e.g. LPC, Bar Finals or ILEX)
- A minimum of 2 years' experience dealing with UK employment law in a customer service facing legal services role
- Good understanding of ecommerce

### **Key Attributes & Competencies**

- Listening and persuasion skills
- Committed to providing excellent customer care and enjoy helping people
- Polished and professional demeanour with excellent written and verbal communication skills
- Good attention to detail
- Excellent computer literacy – ability to learn and deal with Epoq's internal systems is essential
- Strong logical reasoning and problem solving skills
- Ability to work individually and as part of a team and with others at different levels of the company
- Ability to be flexible and work under own initiative and adapt to changing goals and priorities
- Dynamic, positive and enthusiastic – we are a young and fast growing company
- Need for overall excellence and pride in work