

## **Carol Ann Long**

<https://carolannlong.co.uk>

[carolannlong@hotmail.co.uk](mailto:carolannlong@hotmail.co.uk)

<https://www.linkedin.com/in/carol-long-203249236/>

07476 301989

### **Personal Profile**

An accomplished, highly motivated, passionate and experienced legal secretary with a range of skills encompassing sales and purchase conveyancing, probate, litigation, transcribing, data entry, documenting, note-taking, and safe custody. Can communicate effectively with individuals from a variety of backgrounds and will bring enthusiasm and a positive attitude to the workplace and any job role required to undertake, will go the extra mile to ensure success, hardworking and reliable, and committed to doing a great job that will bring value to any organisation.

### **Key Strengths**

- Ambitious, hardworking, and reliable.
- Analytical and problem-solving skills.
- Audio typing.
- Conveyancing and litigation.
- Legal research, client interaction, and document drafting.
- Meticulous with punctuality and consistency.
- I.T. skills, a proficient user of Microsoft Office.
- Dependable hard worker, able to follow instruction to get the job done.
- Friendly personality and able to engage clients.
- A strong work ethic and desire to succeed.
- Confident and articulate, with eloquent communication skills.

### **Employment History**

**Jan 2013 – Present**                      **Raising a Family, now ready to return to full time employment.**

**Mar 2009 – Dec 2012**                **Berrygrove School**  
**Mid-Day Supervisory Assistant**

- Help maintain a safe and clean environment.
- Ensure children are properly monitored at all times.
- Set-up dining halls with tables and benches ready for lunchtime.
- Help serve snacks and meals to the children at lunchtime.
- Model positive behaviour and manners to children.
- Indoor and outdoor supervision at all times.
- Followed safeguarding policies.

**Jun 2003 – Dec 2008**                **Debenhams Ottaway**  
**Legal Secretary**

- Floated between three different sites.
- Initially writing and banking cheques by hand, which was subsequently replaced by a digital system.
- Processed incoming mail and outgoing post as well as stationery requisitioning.
- Safe custody of Title Deeds, Wills and Probates.
- Trained new office staff members.
- Worked alongside a Fee Earner in the Probate/Private Client Department.

<b>Apr 2003 – Jun 2003</b>	<b>Freelance</b>	<b>Float Secretary</b>
<b>Jan 2003 – Mar 2003</b>	<b>Male &amp; Wagland</b>	<b>Legal Secretary</b>
<b>Nov 2002 – Dec 2002</b>	<b>Beviss &amp; Beckingsale LLP</b>	<b>Legal Secretary</b>
<b>Feb 2001 – Oct 2002</b>	<b>Blue Arrow</b>	<b>Float Secretary</b>
<b>Jan 2000 – Dec 2000</b>	<b>Bryan &amp; Mercer Solicitors</b>	<b>Legal Secretary</b>
<b>Aug 1999 – Dec 1999</b>	<b>Freelance</b>	<b>Float Secretary</b>

- Drafted and proofread legal documents and forms, including contracts, conveyances, and court pleadings, ensuring accuracy and compliance with legal procedures and grammatical precision.
- Managed the diary and schedules of multiple solicitors, adeptly coordinating court dates, client meetings, and critical deadlines to maintain an efficient flow of legal operations.
- Prepared and submitted legal correspondence, including letters before action and statutory notices, while maintaining confidentiality and exercising discretion with sensitive information.
- Accurately recorded billable hours and prepared invoices for clients, showcasing meticulous attention to detail and a thorough understanding of law firm billing practices.
- Liaised effectively between clients, solicitors, estate agents, county councils, utility companies and court personnel, maintaining professional relationships and facilitating smooth communication channels.
- Participated in client interviews and meetings, taking detailed notes and transcribing to maintain accurate recordings of client's requirements.

<b>Oct 1998 – Jul 1999</b>	<b>Hunting Technical Services Ltd</b>	<b>Administration Co-Ordinator</b>
<b>Nov 1987 – Sep 1998</b>	<b>Hunting Technical Services Ltd</b>	<b>Secretary/PA to Senior Management</b>

- Manage the senior team's calendar, schedule appointments and meetings.
- Handle correspondence and communication on behalf of the senior team.
- Assist in the organisation and coordination of appointments and meetings.
- Provide comprehensive administrative support, including managing expense reports, processing invoices and handling travel arrangements for the senior management team, resulting in efficient financial management.
- Facilitate effective communication and coordination with directors, departments and team members, ensuring efficient collaboration and timely information flow.
- Support the directors in executing key projects and initiatives, managing timelines and milestones to deliver and achieve objectives on time and within budget.
- Maintain strict confidentiality and handle sensitive information with discretion, upholding privacy and confidentiality and maintain trust.
- Proactively identify areas for improvement and implement streamlined processes.

## **Education**

<b>Sep 2011 – Mar 2012</b>	<b>West Herts College</b>
NVQ Level 2 English	
NVQ Level 1 Mathematics	

**References available on request**