

Job Title: Finders Research Programme

Department: Public Sector Department

Contract: Permanent contract, with initial 6 month Research Programme

Hours: full-time (40 hours, 9am-5pm Monday-Friday)

Annual Leave: 25 days, increasing to 28 after successful completion of probation period

Reporting to: Public Sector Manager

Location: Shoreditch Office and remote working

Other benefits: Birthday Leave, Wellbeing Leave, Access to 24/7 Employee Assistance Program (EAP), Bi-annual company-wide social events, quarterly team socials, Charity Support – the opportunity to get involved with the charities we support and fundraising initiatives.

About Finders International

Finders International is a firm of professional probate genealogists, often known as 'Heir Hunters', who trace missing and unknown beneficiaries to unclaimed estates, property and assets worldwide. We provide a comprehensive range of services to support solicitors, local authorities, executors, banks and trustees. We are committed to providing a no-nonsense, fast, friendly service whilst ensuring that the highest professional standards are maintained.

During the Finders Research Programme, you will support the research team within your allocated department, as directed by your Line Manager or Senior Management, 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

- To research records, both in-house and externally as referred to you by Case Managers
- To provide effective and efficient administrative service, including scanning, photocopying and filing, to Case Managers and the rest of the team
- To assist Case Managers with written correspondence and report preparation
- To help with ordering and distributing certificates
- To process family tree requests
- To assist Case Managers with creating distribution schedules
- To undertake training and development as specified by the Line Manager
- Ensure that your workstation is kept clean and tidy
- Any other additional duties appropriate to the post as requested

Skills, Knowledge, Education & Experience

Essential

- Educated to a degree level or equivalent experience in a relevant field
- Good working knowledge of Microsoft Word and Excel
- Excellent research skills
- Attention to detail
- Methodical approach
- Excellent communication and interpersonal skills
- Ability to work on own initiative and organise own workload
- Problem solving skills and the ability to respond to sudden unexpected demands
- Ability to cope under pressure
- Reliable, Flexible and adaptable
- Contribute to the effectiveness of the team
- Autonomous working

Desirable

- Interest in genealogical research
- Research based degree
- Experience working in an office environment
- Confidence in handling phone calls from members of the public and ability to communicate with them in a courteous manner
- Experience of handling and resolving customer queries and complaints

All positions at Finders International are offered subject to the following conditions:

- Receipt of satisfactory references
- A satisfactory DBS check
- Proof that you are legally entitled to work in the UK

Disclaimer

The company presents this job description as a guide to the major areas and duties for which the jobholder is accountable. However, the business operates in an environment that demands change and the jobholder's specific responsibilities and activities will vary and develop. Therefore, the job description should be seen as indicative and not as a permanent, definitive and exhaustive statement.