

Role Profile for Legal Assistant

JOB TITLE: Legal Assistant

DEPARTMENT: Private Client

REPORTS TO: Head of Private Client

Overview

You will be required to provide an exemplary support service to our professional staff, clients and professional contacts, as well as to effectively and efficiently manage case files to ensure the smooth running of the department by maintaining and updating all records.

**Summary of Main Duties**

1. To provide a high quality administrative support function for the Head of Department including diarising and organizing meetings, maintaining records, typing of dictated work, drafting of letters and documents, organisation of time, clients and workload.

2. To be proactive in contributing to the on-going improvement and development of the department and firm, in line with the business plan and any other relevant plans, under the supervision of Head of Department.

3. To execute instructions and activities in accordance with the firm’s service standards, best values and quality system (ISO 9001).

**Key Responsibilities and Accountabilities**

To provide a high quality administrative support function to the Head of Department including diarising and organising meetings, receiving and making telephone calls and recording accurate messages or giving accurate updates.

* To provide general administrative support with photocopying, faxing, scanning, binding documents and deeds, fling and archiving and billing of clients.
* To provide support for the process of a file. This includes: opening client files and then maintaining client files and matters, typing dictated work, drafting of letters, contracts and documents.
* To undertake conflict of interest and money laundering checks. To be particularly risk averse when undertaking these checks.
* To be a reliable and 'safe pair of hands' when carrying out the administrative and support function. This is particularly important whilst other team members are out of the office (undertaking business development or seeing clients) and during holiday periods.
* To assist with the finance of the team by ensuring accurate time recording and invoice production.
* To assist with the archiving of old client files in line with new GDPR regulations
* To have an excellent telephone manner and to answer client queries and to represent the firm well over the phone. To keep clients updated on the whole process of their case.
* To occasionally provide cover for reception when required.
* To be proactive in contributing to the on-going improvement and development of the department and firm, in line with the business plan and any other relevant plans, under the supervision of the Head of Department and Team Lead.
* To assist the finance function by ensuring accurate time recording and invoice production.
* To actively contribute to departmental meetings, prepare and circulate agendas, prepare and circulate minutes / action plans as appropriate.
* To be proactive in eliminating any risks when undertaking activities and always be risk adverse when dealing with files, clients etc.
* To undertake an initial quality check of all work produced before passing it on to fee earner / Head of department – continually strive for zero errors.
* To actively contribute and participate in one off projects as required.
* To support the fee earners with preparation for marketing and business events and on occasion, attend events to greet, collect contact details, distribute name badges etc.
* To plan and prepare for one to one development and performance review meetings.
* To take responsibility for personal performance objectives and be proactive about achieving them.

**Person Specification**

**Essential Requirements**

* Previous experience working within a private client team
* Ability to work within Microsoft packages comfortably
* Ability to communicate with clients and other solicitors / barristers effectively
* Attention to detail
* Willingness to work as part of a team
* Highly organised with strong administrative skills
* Professional and Proactive within a team and when dealing with clients

**Desirable Requirements**

* Previous experience within a legal environment
* Willingness to work in different offices
* Have or working towards legal qualifications