**JOB DESCRIPTION**

# Title: ADMINISTRATIVE ASSISTANT – COST TEAM

**A. Role:**

To work in the Costs team assisting the Finance Partner by providing administrative support.

**B. Duties and Responsibilities:**

You will be based in the super friendly finance team and will work with them in a wide variety of tasks to ensure the firms finances remain sustainable.

Your duties will include:

* Processing files for billing as well as liaising with Costs Drafters when they require further documents for the preparation of a Bill of Costs.
* Using the firm’s internal email system to send and receive messages.
* Using the firm’s case management system (SOS Connect) to look up and input client details on the database.
* Managing own tasks set within deadlines and provide feedback on outcome / progress.
* Assisting with accounts tasks, making payments, reviewing invoices.
* Converting documents in different formats.
* Proactively try to improve the office operation under the supervision of the Finance Partner.
* Use initiative to solve small operational issues in liaison with the Finance Partner.
* Assisting with the archiving process.
* Complying with agreed office procedures as described in the Office Manual.
* Reporting to the partners’ any formal complaint or issue of negligence or alleged negligence in the conduct of casework.
* Complying with the firm’s equal opportunities policy.
* Working with the partners and support staff to ensure that the office is run smoothly and efficiently, covering the work of others where required.
* Attending staff meetings.
* Dealing appropriately with the money of the firm, its clients, and the Legal Aid Fund.
* Maintaining proper accounting records.
* Ad hoc administrative tasks

**C. Standard of Performance:**

* You are expected to learn the firm’s procedures and perform them competently and reliably.
* You are expected to act in accordance with DPG values of Respect, Fairness and Openness and Integrity and Honesty in dealings with all callers in person and by phone and with colleagues
* You are expected to pass messages on promptly and to consult with one or other of the partners if an urgent message is not going to be acted upon.
* You are expected to assist with the administrative tasks of the firm to ensure that the firm runs smoothly and that a service of a high standard is provided to clients and all with whom the firm has contact.
* You are expected to learn the firms systems and the solicitors accounts rules.

**D. To whom responsible:**

You are responsible to the Finance Partner, Hasan Khalifah under the supervision of the Practice Manager.

**E. Outline Terms and Conditions of Employment:**

Hours of work: 9.30am to 5.30pm, Monday-Friday, with an unpaid lunch break of one hour.