

JOB DESCRIPTION

Title: **ADMINISTRATIVE ASSISTANT**

A. Role:

To assist the Office Manager in the smooth running of our London Bridge and City Road offices by providing administrative support.

B. Duties and Responsibilities:

General Admin:

Reception is the most important area in the firm, as all clients and potential clients have contact with the firm through reception – either by phone, email or in person. The work is therefore of paramount importance. Together with our full-time receptionist at London Bridge, and in conjunction with the legal assistants at City Road, you will ensure the smooth running of the reception departments. Your job will be to help with the tasks listed below and to provide cover when receptionist/legal assistants are out of the office and during periods of leave. Your duties will include:

- answering phone calls, putting callers through, taking telephone messages, returning calls;
- receiving personal callers, attending to their requirements while waiting to be seen, and liaising with fee-earners about callers;
- assisting with the opening of incoming post, scanning post and the dispatch of outgoing post;
- going out of the office to purchase stamps and other items for the office;
- Organising staff meetings;
- transmitting outgoing faxes and distributing incoming faxes;
- arranging couriers and cabs as required;
- 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;
- running messages and delivering/collecting documents;
- keeping the reception, kitchen, meeting rooms and stationery room tidy;
- making sure that the photocopiers and fax machine are supplied with paper;
- organising clerks to go to court;
- assisting Office Manager with projects and tasks;
- manage own tasks set within deadlines and provide feedback on outcome/progress;
- assisting Legal Cashier with minor accounts tasks (petty cash, issuing cheques);
- providing assistance with minor IT problems, such as printer problems, setting up new users etc in coordination with our external computer company and the office manager;
- converting documents in different formats;
- converting tapes into MP3 files;
- proactively try to improve the office operation under the supervision of the Office Manager;
- use initiative to solve small operational issues in liaison with the Office Manager
- organising file reviews;
- ordering stationery;
- taking new Unlawful Detention queries;
- Ensuring that legal team are aware of Key Dates;
- To keep the firm's diaries and other central records up to date;
- To ensure that all paper files and electronic files are up to date;
- Help with organising events under the Office Manager's direction;
- complying with agreed office procedures as described in the Office Manual;

- reporting to the partners' meeting any formal complaint or issue of negligence or alleged negligence in the conduct of casework;
- taking new client calls and provide summaries for the fee earners;
- assisting with the archiving process;
- 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.
- to maintain proper accounting records;

Assisting Office Manager/Recruitment

- assisting the Office Manager with equal ops forms using google docs forms;
- updating website – including posting adverts and forms on website;
- assisting with preparation/collation of recruitment docs in PDF;
- monitoring the Recruitment inbox: answering generic queries from the recruitment inbox;
- preparing short listing candidate forms in Excel;
- inviting candidates to interview, and informing unsuccessful candidates;
- ensuring Reception are aware of interview candidate arrivals;
- setting up testing room and ensuring that all equipment is working correctly;
- requesting references for candidates;
- assisting with induction for new starters;

C. Standard of Performance:

- you are expected to learn the firm's procedures and perform them competently and reliably;
- you are expected to deal with all callers in person and by phone politely, tactfully and efficiently;
- 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 so as 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;

D. To whom responsible:

You are responsible to the Staff Partner, Polly Glynn under the supervision of the Office 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.