

## **JOB DESCRIPTION**

**Title: ADMIN ASSISTANT - Bristol Office**

### **A. Role:**

To provide administrative and IT support for the staff in Bristol office and to assist the Bristol PA/Office Manager with the general running of the office, as well as assisting the London offices as and when required.

### **B. Duties and Responsibilities:**

Together with our Bristol PA/Office Manager you will ensure a smooth running of the office. While you will work together, you will have your own workload, and you will cover the office manager when she is out of the office and during her periods of leave. Your duties will include:

#### Secretarial:

- To cover the PA during absences and at busy times typing letters, memos, forms and all legal and other documents required by the firm, some of which will be by digital audio transcription, using the firm's case management system and using standard form documents wherever possible.
- Preparation and maintenance of client files – including setting up a file for each new case, attending to firm procedures for management of files, filing, preparing files for costing, closing files and archiving them.
- Liaising with Costs Drafters when they require further documents for the preparation of a Bill of Costs.
- Ensuring that enclosures are accurately prepared and accompany outgoing correspondence.
- Assisting fee earners with the formatting of letters and documents on Microsoft Word and Adobe PDF.
- Scanning and saving documents into the firm's case management system.
- Dealing with accounts queries, processing invoices and receipts to send to our Accounts Team, and assisting with the managing of the petty cash.
- Booking fee earners onto training courses and conferences, and organising travel arrangements when required.
- Regularly assisting fee earners with writing Subject Access Requests ('SARs'), and compiling relevant enclosures. This includes monitoring SAR responses and chasing as necessary, and scanning all SARs received onto the case management system in the appropriate folders.

#### Administrative and IT Support:

- Assisting partners, solicitors and the Bristol PA/Office Manager with office administration including maintaining the office suite, the computer system, and to assist with certain aspects of Health & Safety within the office.
- Assisting with the administration and monitoring of the case management system.
- Managing the location and upkeep of the office laptops and memory sticks for GDPR purposes.
- IT troubleshooting. This is a large part of the role, and requires a certain level of IT knowledge. You will be the first point of contact for any member of staff in the office who has an IT issue, as well as being the point of contact for the external IT company when they call the office. You will be required to assist members of staff with basic IT problems, provide regular training to the office on new software, and to monitor/maintain the office

laptops, dongles, printers, and other devices. You will also be required to set up new computers as and when there is a need, and to use initiative to deal with small IT problems that can be solved without involving the external IT Company.

- Training new members of staff and training/supervising temporary staff.
- Answering phone calls, putting callers through, taking telephone messages, returning calls.
- Dealing with new case enquiries via a dedicated inbox. Circulating enquiries, calling enquirers for more information, researching appropriate referral firms when we have a capacity problem.
- Receiving personal callers to the office, attending to their requirements while they wait to be seen, and liaising with fee-earners about those personal callers.
- Assisting with the opening of incoming post, scanning post and the dispatch of outgoing post. Collecting and taking the DX every day to an external location (King Street).
- Running errands for the office.
- Transmitting outgoing faxes and distributing incoming faxes into the case management system.
- Assisting fee earners with making appointments, liaising with clients and booking interpreters, meeting rooms, and parking spaces.
- 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 to look up and input client details on the database.
- Running messages and delivering/collecting documents, as well as occasionally attending Bristol County Court.
- Keeping the waiting room, meeting rooms, kitchen and stationery areas tidy, and setting up meeting rooms for appointments, including Skype/Microsoft Teams, and arranging lunch for firm meetings.
- Making sure that the photocopiers and printers are supplied with paper, and ordering supplies for the office when required.
- Organising clerks to go to Court.
- Assist in the preparation of Court bundles, and bundles for Counsel by paginating and copying bundles and ensuring they leave the office accurate and on time.
- Assist the PA/Office Manager with maintaining efficient record systems for the office, including health and safety records, files in temporary storage etc.
- Attending training as necessary, for the benefit of the office, such as first aid training / health and safety training.
- Undertaking various health & safety checks on a regular basis and keeping records up to date.

#### General:

- Attending meetings.
- Providing cover to colleagues as necessary.
- Compliance with the firm's equal opportunities policy.
- Assist with ensuring the firm's compliance with regulatory bodies, including annual Legal Aid Agency and Lexcel audits.

**C. Standard of Performance:**

- You are expected to learn the firm's procedures and perform them competently and reliably.
- You are expected to type accurately and ensure that correspondence and documents are presented to a high standard. Your typing speed should be at least 80wpm.
- You are expected to develop expertise in using the firm's case management system and associated software (eg, Adobe/Microsoft Office etc).
- 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 high standard of service is provided to clients and all with whom the firm has contact.
- You are expected to assist the partners with some administrative tasks associated with the office management including management of the building and the computer system.

**D. To Whom Responsible:**

You are responsible to the Office Manager and act under the direction of all the partners.

**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.