

JOB DESCRIPTION

Title: ADMINISTRATIVE ASSISTANT

A. Role:

To assist the Practice Manager in the smooth running of our London office by providing administrative support.

B. Duties and Responsibilities:

General Admin:

Together with our Practice Manager and other Admin Assistants, you will ensure the smooth running of the office. While you will work together, you will have your own workload, but will cover the other Admin Assistants & Receptionist when they are out of the office and during their periods of leave. Your duties will include:

- Answering phone calls, putting callers through, taking telephone messages, returning calls.
- Receiving visitors, collecting them from Main Reception, and liaising with fee-earners about them.
- Assisting with the opening of incoming post, scanning post and the dispatch of outgoing post.
- Managing own admin tasks set by fee earning teams within deadlines, including e.g. preparing papers for courts, requesting SARs, transcribing files and creating online applications via CCMS.
- Assisting with certain aspects of Health & Safety within the office.
- Going out of the office to purchase stamps and other items for the office.
- Organising staff meetings.
- Arranging couriers and taxis 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 and upload correspondence.
- Running messages and delivering/collecting documents.
- Keeping the office, meeting rooms and kitchen tidy.
- Making sure that the printers are supplied with paper.
- Assisting with accounts tasks, making payments, reviewing invoices.
- Assisting with IT problems, such as printer problems, setting up new users etc in coordination with our external computer company and the Practice Manager.
- Converting documents in different formats.
- Proactively try to improve the office operation under the supervision of the Practice Manager.
- Use initiative to solve small operational issues in liaison with the Practice Manager.
- Ordering stationery.
- Assisting with the archiving process.
- Taking new client calls and providing summaries for the fee earners.
- Keeping the firm's diaries and other central records up to date.
- Ensuring that all paper files and electronic files are up to date.
- Helping with organising events under the Practice Manager's direction.
- 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.
- Assisting the Practice Manager with projects and tasks.

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 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 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.