

## **JOB DESCRIPTION – PERSONAL ASSISTANT**

### **Reports to:**

Practice Support Manager

### **Role:**

- To provide daily support to solicitors in managing their files and clients
- To uphold exceptional standards of quality and client care

### **Key Activities & Responsibilities:**

#### **Case Management & Client Care**

- Word processing/typing and associated procedures (e.g. photocopying/scanning) on behalf of any of the firm's fee earners
- Sorting incoming post on a daily basis, including allocation to the appropriate files for consideration by fee-earners.
- Telephone and personal contact with clients progressing matters where possible without giving legal advice
- Making and accurately diarising appointments including making room/Zoom bookings.
- Filing (mostly electronically but also paper in certain circumstances) ensuring that files are up to date, in chronological order and easily accessible at all times.
- Assistance and support to fee-earners in time recording and billing.
- Preparing documentation bundles and use of e-bundling software (where appropriate) including use of PDF docs

#### **Compliance**

- To follow all policies and procedures contained within the Office Manual
- To act in accordance with the regulations of the Solicitors Regulation Authority, and all other relevant bodies
- To provide assistance to fee-earners in ensuring files meet relevant standards and comply with regulations

#### **Teamwork**

- Work as a team player with all staff
- To assist and work appropriately and considerately with fee earners and support staff
- To attend and participate in any meetings of the department or the firm when required

#### **Competence & Development**

- Maintain a good knowledge and understanding of office equipment and IT systems with a proactive approach to the introduction of new systems
- Maintain knowledge and skills in relevant practice area(s)

The duties and responsibilities in this job description are not exhaustive and are subject to change in accordance with the needs of the firm.