

## **JOB DESCRIPTION – PERSONAL ASSISTANT/CASE ADMINISTRATOR**

### **Reports to:**

Practice Manager & Head of Department

### **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 File Management**

- Opening, maintaining and closing electronic files in accordance with firm procedures
- Ensuring documents are correctly named, labelled and saved in the appropriate file locations
- Uploading documents, forms and evidence to Home Office, court and other external portals
- Monitoring inboxes and task lists to ensure deadlines are diarised and actions progressed
- Preparing files for submission, review or audit as required
- Typing and amending documents, correspondence and forms (from templates or audio typing)
- Managing incoming and outgoing post and email relating to cases
- Diary management for key deadlines and appointments
- Updating internal systems and spreadsheets
- Supporting fee earners with day-to-day administrative tasks to keep cases moving efficiently
- 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

#### **Client Care and Third-Party Contact**

- Answering telephone calls and dealing with routine enquiries in a professional manner
- Providing clients with procedural updates and progress information, within agreed parameters
- Liaising with the Home Office, counsel, interpreters and other third parties as required
- Logging and accurately relaying messages to fee earners

#### **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.