

## **JOB DESCRIPTION**

### **Job Title:**

Legal Assistant

### **Reports to:**

Head of Department

### **Job Purpose:**

To support the Head of Department in the provision of legal services by providing legal assistance to fee earners and clients.

### **Key Responsibilities**

- To assist Fee Earners in the management of caseload by actioning legal procedures as directed by the fee earner.
- To assist Fee Earners in the management of caseload by dealing with file related queries either face to face or by telephone.
- To assist fee earners in the processing of matters on a timely and cost effective basis.
- To support Fee Earners in the maintenance of files by effective file management.
- To support Fee Earners in the production of files by typing dictated work as directed.
- To ensure that clients are dealt with efficiently and politely and that appropriate legal matters are raised with the Fee Earner.
- To attend to clients, taking instructions, and conducting letter and telephone enquiries as necessary.
- To ensure that billing takes place promptly and that outstanding balances are collected as soon as feasible.
- To use the correct Practice procedures and systems in order to manage cases effectively and in accordance with the firm's standards and legal requirements.
- To improve and enhance the firm's client base by effective liaison with existing clients.
- To maximize the firm's potential to cross - sell services by identifying appropriate opportunities.
- To manage own work allocation, productivity and quality of work with minimum supervision.

## **Personal Qualities**

### *Managing Yourself*

- Self-motivated and willing to take responsibility for organising own activities to ensure that all targets and quality standards are met.
- Copes effectively in demanding circumstances
- Good time management adopting a flexible approach to work.
- Demonstrates persistence and commitment to completing tasks and objectives.
- Delivers work output to the required standard.
- Pays attention to detail and quality of work.
- Demonstrates a commitment to improving working practices and supports company plans and policies.

### *Working with People*

- Ability to build and maintain working relationships with others and act as a role model for the values of the Firm.
- Operates effectively as part of a team encouraging others to contribute ideas and seek improvements.
- Willing to offer help to all colleagues to ensure company success.

### *Problem Solving*

- Demonstrates sound judgement and good decision making when dealing with problems.
- Able to identify a problem arising and can develop a solution or take the correct course of action.
- Knows when to seek guidance or further input from others before taking action.
- Checks that information is accurate and complete.
- Looks for new solutions to problems as well as tried and tested methods.

### *Communication Skills*

- Able to express oneself both orally and in writing in a clear and constructive way.
- Willing to ask questions, listen to others views and accept advice.
- Willing to contribute ideas and seek improvements.
- Good client / Introducer handling skills both by telephone and face to face.

## **Experience Required**

### **Essential**

- Practical experience of working in a legal office environment.
- Practical experience of working in an office administration capacity.
- Practical experience of handling client enquiries both face to face and by telephone.
- Computer literate with good keyboard skills and used to word processing packages (preferably Microsoft Word).

### **Desirable**

- Studying for Membership of the Institute of Legal Executives / Council for Licensed Conveyancers.
- Working knowledge of case management systems.
- Demonstrates a commitment to personal development.