

JOB DESCRIPTION

Name	#
Role	Admin Assistant
Reports to	Fee Earner/Team Leader
Line Management	N/A
Primary Purpose	To provide admin support to Fee Earners either on a one to one basis or as part of a team.
Key Responsibilities	<p>Case Management</p> <p>Fully utilise the Case Management system when opening files, closing files, billing, typing correspondence, telephone notes etc.</p> <p>Telephones</p> <p>Answer the telephone promptly in a professional manner, being polite and helpful at all times. Aim to assist calls of a general nature on your Fee Earner's files. This includes picking up colleagues phones and being part of a 'bounce group' for the other commercial disciplines.</p> <p>Ensure messages are recorded with clients name, telephone number, date and time and when possible, details of the query raised. Be realistic in call back options.</p> <p>Liaise with fee earner as to system regarding direct dial numbers on correspondence and process for taking calls from Reception.</p> <p>If appropriate type telephone message and place on file.</p> <p>Client Contact</p> <p>Attending clients on behalf of Fee Earner in reception and on the telephone for routine matters such as making appointments/collecting documents. If appropriate offer the client the use of the interview rooms.</p>

File Administration

Identify billing opportunities for fee-earners within the team on a monthly basis. To raise bills with the approval of fee-earners and then send those bills to Accounts and clients. To liaise with Accounts regarding the payment of bills.

Where applicable and at the request of the Fee Earner write to clients to confirm appointments, book interview room and set up new file.

Undertake such work on the file as may be directed by the Fee Earner.

Filing should be undertaken at the request of your Fee Earner. During a Fee Earners holiday arrange for all incoming/outgoing post to be matched with file and left on Fee Earners desk for their return. All correspondence during a Fee Earners holiday should be attached to the inside of the file and the Fee Earner will complete filing upon their return.

When requested by Fee Earner, open files on the system and when necessary retrieve archived paper/system files.

Collect cheques from Accounts Department/Branch Manager, bank and mark files. When required, request cheques using appropriate forms.

Archive both completed paper and system files on a regular basis.

Appointment Files

For all appointments arrange for the files to be available for fee earners. Where appropriate check Fee Earners diary re appointments at other offices to ensure that the files are always with them in advance of the appointment.

Post

Aim for all post to be despatched on day of typing. Make sure that Fee Earner has post to sign by 4.00 pm. If post is not collected, arrange for this to be franked and placed in the post bag or DX box.

Compliance

1. To comply at all times with relevant Professional Obligations so far as they relate to your role as an Admin Assistant including those laid down from time to time by:-
 - i) The Solicitors Regulation Authority
 - ii) The Financial Conduct Authority
2. To comply at all times with the Solicitors' Accounts Rules and if aware that your actions may have breached these Rules to notify the COFA to this effect without delay.
3. To be aware of your obligations under the Solicitors Regulation Authority Codes of Conduct to seek to comply with those obligations

and if aware that your actions may have breached the Codes to notify the COLP to this effect without delay.

4. To comply with the Firm's Money Laundering Policy/Data Protection Policy so far as they relate to your role as an Admin Assistant.

Other Duties

General office administration duties such as photocopying and collecting stationary.

Whenever possible, provide cover for other secretaries and assistants. Where time permits, pick up digital dictation from others within the department and elsewhere in the Firm.

To undertake any other administration duties at the request of Fee Earners, Team Leader, Branch Manager or Business Head.

To ensure compliance with the Firm's Quality Standards.

Consults with/
is consulted by

Fee Earner

Team Leader and Business Head

Branch Manager

Accounts Department