
JOB DESCRIPTION DOCUMENT PRODUCTION SPECIALIST

ROLE DEFINITION

A document production specialist's role is to be an effective member of the document production team and provide fee earners with a seamless, professional, accurate and efficient document production service. The main duties of a DP specialist will include, but are not limited to:

- Producing and amending correspondence, documents, reports, deeds, attachments etc. from a variety of sources, in house style and in line with the DP systems/procedures using the SOPs in place and the DPC bible
- Producing and amending PowerPoint presentations, organisational charts, mail merges, Excel spreadsheets and graphs
- Effectively using the DP workflow system to prioritise and deal with incoming and outgoing work
- Proof reading and checking documents that have been produced to ensure they are correct, in line with house style and, where applicable, attachments have been included
- Liaising with the DP team leader and legal PAs, as appropriate, in relation to document production matters and queries
- Effectively managing workloads to ensure all deadlines are met and clients advised of progress
- Supporting and helping new/other members of the DP team to develop their skills
- Assist DP colleagues in other offices, as required
- Completing an accurate job log of all daily activities to enable accurate reporting to the client
- To cover for the Workflow Co-Ordinator if needed

OTHER DUTIES AND RESPONSIBILITIES

In addition to providing support to the fee-earner(s) to whom they report, a DP specialist should also provide assistance to their immediate colleagues in their department and, where practical, other departments. Team duties will therefore include:

- Managing and amending the firm's model form and precedent database
- Advising clients on the appropriate formatting and styles for their documents

- Providing an expert word support function to all areas of the firm
- Regularly checking the DP workflow system and assisting wherever possible with any backlog
- Assisting others in the department whenever possible and particularly when it is evident that a colleague needs assistance with their workload
- Creating and updating standard operation procedures on the key package functions used within the firm
- Troubleshooting, in conjunction with IT, any documents which are proving problematic
- Picking up telephone calls for other members of the department when they are away from their desk
- Participating in a lunch time telephone rota within the DP team
- Working effectively with other legal and support departments as required
- Assisting other members of the department at the request of the DP team leader
- Participate in workshops to designed to develop all areas of service in line with the business needs
- Any other duties as reasonably requested by a person of an appropriate seniority

SKILL SET

A DP specialist also has a responsibility to ensure that his or her skills set is up to date and he or she is familiar with the firm's departments, key personnel, clients, internal systems, and procedures. This will ensure that he or she is able to carry out his or her role effectively and, where appropriate, discuss any training requirements with the relevant person(s). In addition to this, he or she should have/be:

- Accurate typing speed of at least 70 words per minute with advanced knowledge of Microsoft Word, Outlook, Excel, PowerPoint
- MOS qualification (or working towards certification)
- Excellent telephone manner and build a competent knowledge of telephone system
- Excellent communication, organisational and team skills
- Excellent attention to detail
- Flexible and dependable, able to take the initiative

Internal

- Able to remain calm under pressure and work to tight deadlines
- Conscientious, approachable, and enthusiastic
- Able to quickly build confidence, respect, and trust with others

PERSON SPECIFICATION

- Well presented, with excellent communication skills
- Strong on customer focus
- Capable of taking initiative and developing solutions
- Flexible and enthusiastic, self-starter who is keen to progress with a fast growing company
- Able to work alone as well as within a team
- Attention to detail, ability to retain high concentration levels for extended periods of time

AN INTELLIGENT OFFICE EMPLOYEE:

- Adopts the company values – Teamwork, Integrity, Passion and Success
- Has an energetic and positive approach
- Is innovative and can spot an improvement opportunity
- Has the ability to empathise and understand the customer's needs
- Has exceptional communication skills
- Appreciates and values each other's differences
- Always considers the best interests of the company, colleagues and customer
- Has a diligent work ethic