

JOB DESCRIPTION

Support Assistant Grade 2

Reporting to: Administrative Hub
Supervisor
Management Responsibility: none

Job Purpose

Performs a full administrative and executive support function.

- In addition to sound technical and administrative skills, including the ability to communicate clearly and effectively, this position requires a good understanding of the procedures of the Unit and the specialisation areas within the Unit, the branch and the firm as a whole, together with an ability to make appropriate decisions, to organise and plan work, and use the equipment provided to the highest standard.

Areas of Responsibility

- Produces a range of standardised and routine documentation, letters, emails, reports, court documents and forms using both legal and routine vocabulary, adjusting spelling, punctuation and grammar as appropriate.
- Has a good working knowledge of all software used in the firm, and makes full and effective use of this.
- Deals with telephone calls, acting as a first point of contact for clients, defendants and their representatives, and third parties as is appropriate for the work stream and the particular case, answering routine questions, providing routine client updates on the telephone, taking messages and/or referring callers to appropriate sources.
- Maintains diaries, arranges appointments, meetings including conferences with Counsel, travel and accommodation as required. Liaises with and arranges medical appointments with specialists.
- Receives and assesses incoming mail, logging as required, making diary entries as necessary and in accordance with systems and procedures, and dealing with routine post from all parties.
- Receives and assesses all incoming material into the Unit, dispersing material as appropriate and undertaking any necessary information collation and filing.

- Sorts files for costing, monitors return, and bill checking for disbursements. Records and monitors costs spreadsheets.
- Undertakes a variety of administrative routines without supervision in order to ensure the smooth running of the specialisation area/unit.
- Liaises with clients, defendants, witnesses and experts and obtains information from time to time as necessary.
- Undertakes data entry in relation to our case management and accounts systems.
- Maintains files in accordance with internal procedures for the unit.
- Maintains and designs spreadsheets where necessary.
- Organises marketing materials for client events in the unit.
- Performs all other suitable activities from time to time as may be necessary to assist with the smooth running of the Unit and/or branch. This may include clerical and administrative tasks such as case opening and closing, dealing with incoming and outgoing cheques as necessary, sorting photocopying and paginating documents, filing, post sorting.

This list is not exhaustive and may vary.

PERSON SPECIFICATION

Support Assistant Grade 2

Specification	Essential	Desirable
Relevant skills and/or aptitudes	<p>Good IT skills.</p> <p>Ability to produce stock letters, forms and documents for clients, defendants, third parties, the court, extracting the information required from the case file.</p> <p>Ability to work quickly, accurately and to deadlines.</p> <p>Takes proactive steps to assist with case management as appropriate.</p> <p>Excellent organisational and time management skills.</p> <p>Good Interpersonal /Communication skills.</p> <p>Good client care skills.</p> <p>Ability to work flexibly and cooperatively with others.</p> <p>Competent in use of Microsoft office.</p>	<p>Experience of electronic case management systems.</p>

Experience	Technical and administrative experience gained in a legal environment.	Employment rights/ Personal Injury/Criminal law secretarial experience.
Relevant education/training	Proven ability in literacy and numeracy.	Typing Qualification. Formal secretarial training.
Other requirements	Enthusiastic attitude and approach to work. Reliable and dependable. Client focussed approach. Adaptable to change.	Empathy with the TU movement.