

JOB DESCRIPTION

JOB TITLE: Legal Assistant

DEPARTMENT: Commercial

REPORT TO: Head of Commercial

RESPONSIBLE FOR: N/A

HOURS: 37.5

CONTRACT TYPE: Permanent

THE POST:

To provide effective administrative hands-on support to the Commercial department to operate at optimum efficiency.

To maintain an exceptional level of service to our clients at all times and act in a professional and effective manner, in line with Bright's processes.

DUTIES:

- Ensure that Client files are maintained to a high standard and carry out associated administrative duties including file opening/closing, scanning, copying, drafting of client care letters, general correspondence, daily filing, and archiving within firm's procedures.
- Complying with the firm's compliance procedures and making sure to obtain the correct ID from clients, look into Money Laundering Risk and recording PEP declaration forms.
- Managing team calls including, but not limited to, taking messages and providing clients with updates as required.
- Extensive client liaison - resolving client queries where applicable without fee earner intervention and pass any urgent and/or outstanding issues to the fee earner for guidance.
- Meeting and greeting clients both in person and on the telephone and to provide such support in a professional and friendly manner in keeping with the firm's standards for client care.
- Maintain and update department reporting spreadsheets to enable effective communication between the team and also other teams in the firm.
- Initial drafting of correspondence and documents as requested.
- Diary management for Fee Earners; setting up meetings and arranging any associated travel requirements where necessary.
- Ensure the confidentiality of all the firm's and client's documentation and information.
- Processing of financial paperwork within a timely manner, including the sending of invoices, receipt notifications, payment notifications, completion statements and debt/invoice chasing.

- Undertaking particular legal searches (company's house/HMRC) as required and undertaking relevant Title administration – copying/filing/scanning etc...

SPECIALIST DUTIES:

- Recording undertakings on the Intranets Risk Register within a timely manner and with the firm's protocols
- Undertake regular Lexcel Audits of Fee Earner's files in line with the firm's procedures and to ensure compliance
- Coordinate the Client Care Questionnaire process for the whole firm, including compiling regular reports for the Ops Board and reporting any urgent issues within a timely manner. Review and suggest process updates as and when required.
- Coordinate the referral process for the whole firm in line with the firms procedures and undertake annual reviews.

MISC. DUTIES

- Contribute to the department and firm's marketing events and "Cross Selling" of the firm's services to personal networks
- Compliance with firm's policies and procedures including the Solicitor Accounts Rules, Solicitors Regulation Authority, Lexcel and Health & Safety
- Undertake any other additional duties as requested by your line manager.

REVIEW

This is a description of the job at the time of issue. It is Bright's practice to periodically review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the firm and to incorporate reasonable changes where required, in consultation with the job holder.

PERSONAL SPECIFICATIONS

ESSENTIAL CRITERIA

- Minimum education – GCSEs English and Maths
- Experience of working in a similar administrative role
- Computer literate to a good standard, with a willingness to learn new IT systems – Microsoft Outlook, Microsoft Word & Excel
- Efficient and well organised with ability to meet deadlines
- An effective communicator, both written and verbally ; who has confidence in dealing with clients and colleagues
- Ability to prioritise the variety of workloads
- Experience of working in a fast paced environment
- A conscientious, proactive and thorough team player who takes pride in delivering quality work.
- Enjoys direct client interaction on a daily basis

DESIRABLE CRITERIA

- Experience working as a legal assistant, ideally within a commercial law firm.

- Some basic legal knowledge, ideally within commercial or litigation/debt recovery.