

JOB DESCRIPTION

Title: ADMINISTRATIVE ASSISTANT - Bristol Office

A. Role:

This broad administrative, onsite role supports the smooth running of our Bristol office. While the role sits within a leading law firm, it is not a legal role; rather, it is an important business support position, encompassing administrative, IT and operations. This role helps create and maintain the environment and processes needed for our legal teams to deliver outstanding service to our clients.

B. Duties and Responsibilities:

Together with our Practice Manager and the admin assistant you will ensure the smooth running of the office. While you will work together, you will have your own workload, and you will cover the other admin assistants & our receptionist when they are out of the office and during periods of leave. This list is not exhaustive, but some of your duties will include:

File Management:

- Preparation and maintenance of client files – including setting up a file for each new case and attending to firm procedures for management of files.
- Assisting fee earners with the formatting of letters and documents on Microsoft Word and Adobe PDF.
- Scanning and saving documents into the firm's case management system.
- Dealing with accounts queries, processing invoices and receipts to send to our Accounts Team and assisting with the managing of the petty cash.
- Booking fee earners onto training courses and conferences and organising travel arrangements when required.
- Regularly assisting fee earners with writing Subject Access Requests ('SARs') and compiling relevant enclosures. This includes monitoring SAR responses and chasing as necessary, and scanning all SARs received onto the case management system in the appropriate folders.

Administrative and IT Support:

- Assisting partners, solicitors and the Practice Manager with office administration including maintaining the office suite, the computer system, and to managing aspects of Health & Safety within the office.
- Attending training as necessary, for the benefit of the office, such as first aid training and health and safety training.
- Assisting with the administration and monitoring of the case management system.
- IT troubleshooting. You will be the first point of contact for any member of staff in the office who has an IT issue, as well as the point of contact for the external IT company when they call the office. You will be required to assist members of staff with basic IT problems, and monitor/maintain the office laptops, printers, and other devices. You will also be required to set up new computers as and when there is a need, and to use initiative to deal with small IT problems that can be solved without involving the external IT Company.
- Assist in the preparation of Court bundles, and bundles for Counsel by paginating and copying bundles and ensuring they leave the office accurate and on time.
- Training new members of staff and training/supervising temporary staff.
- Answering phone calls, putting callers through, taking telephone messages, returning calls.
- Dealing with new case enquiries via a dedicated inbox: circulating enquiries, calling enquirers for more information, and researching appropriate referral firms when we have a capacity problem.

- Arranging client and expert appointments, including booking transport and interpreters.
- Receiving visitors to the office, attending to their requirements while they wait to be seen, and liaising with fee-earners about them
- Opening and scanning incoming post, and the preparation and dispatch of outgoing post.
- Arranging couriers and cabs as required.
- Using the firm's internal email system to send and receive messages.
- Using the firm's case management system to look up and input client details on the database.
- Running messages and delivering/collecting documents, as well as occasionally attending Bristol County Court.
- Keeping the waiting area, meeting rooms, kitchen and stationery areas tidy and well stocked. Setting up meeting rooms for appointments, including setting up Teams meetings.
- Maintaining the content and organisation of our website.
- Arranging the weekly lunches for the office, and arranging our external training days, conference attendance, and social events.
- Making sure that the photocopiers and printers are supplied with paper and ordering supplies for the office when required.
- Assist the Practice Manager with maintaining efficient record systems for the office, including health and safety records, files in temporary storage etc.

General:

- Attending meetings.
- Providing cover to colleagues as necessary.
- Compliance with the firm's policies, specifically the Dignity at Work, Diversity, Equity, and Inclusion Policy.
- Assist with ensuring the firm's compliance with regulatory bodies, including annual Legal Aid Agency and Lexcel audits.

C. Standard of Performance:

- You are expected to learn the firm's procedures and perform them competently and reliably.
- You are expected to type accurately and ensure that correspondence and documents are presented to a high standard.
- You are expected to develop expertise in using the firm's case management system and associated software (e.g. Microsoft Office, Foxit, etc.).
- You are expected to pass messages on promptly and to consult with one or other of the partners if an urgent message is not going to be acted upon.
- You are expected to assist with the administrative tasks of the firm to ensure that the firm runs smoothly and that a high standard of service is provided to clients and all with whom the firm has contact.
- You are expected to assist the partners with some administrative tasks associated with the office management including management of the building and the computer system.

D. To Whom Responsible:

You are responsible to the Practice Manager and act under the direction of all the partners.

E. Outline Terms and Conditions of Employment:

Hours of work: 9.30am to 5.30pm, Monday-Friday, with an unpaid lunch break of one hour.