

## Job Description

**NAME:** //

**JOB TITLE:** Legal Secretary

**DIVISION:** Civil Litigation

**OFFICE:** Kidderminster

**RESPONSIBLE TO:** Partner/Divisional Head

### PURPOSE OF ROLE

To provide effective secretarial and administrative support within the Civil Litigation division, carrying out work to the highest possible standards through adherence to the firm's guidelines and policies. To be committed to a high level of client service and strive for continuous professional development.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

#### Tasks and Activities:

1. To provide Partners/Fee Earners with comprehensive secretarial support in relation to client matters (including typing, word processing, photocopying, making and taking telephone calls), and any other administrative duties that may be delegated or required.
2. To assist with file management and ensure consistent reviews of files.
3. To ensure accurate time recording of all work undertaken by the relevant Partner/Fee Earner.
4. To assist Partners/Fee Earners in prioritising client matters and, when appropriate, advise the client and others of the progress of their matter.
5. To attend to clients and others where needed on behalf of the respective Partner/Fee Earner, taking accurate instructions for their attention.
6. To take and record accurately any message and pass the same on to the appropriate person without delay.
7. To make appointments and maintain up to date diary entries.
8. To deal with filing, storage and retrieval of client papers and files, opening and closing of files, in accordance with firm policies.
9. To correctly identify and differentiate between DX, Royal Mail post and hand or other deliveries.
10. To undertake any other duties commensurate with the role, as may be allocated by the relevant Partner/Fee Earner from time to time.

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### Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To ensure confidentiality and security for all firm and client documentation and information.
4. To undertake any specific training course as and when required.
5. To effectively demonstrate the firm's Values and Behaviours at all times.
6. To maintain clear and precise communications with other members of staff and assist other secretaries when required.
7. To develop good working relationships with external institutions, organisations and other third parties.
8. To ensure that any equipment supplied for the purpose of your work (including computer and printer/copier) is used correctly, maintained and any defects/faults are reported.
9. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
10. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
11. To keep areas of work clean and tidy.
12. All employees have a responsibility to carry out their work with due regard for the environment.

### **PERSON SPECIFICATION**

#### **Skills, Knowledge, Experience and Attitudes**

1. A proficient level of literacy and numeracy.
2. Competent touch and audio typist.
3. Experience of working within a team environment.
4. Experience of data entry and/or text processing.
5. IT literate with experience of the Microsoft Office suite of applications, including Word, Excel and Outlook.
6. Ability to interact effectively with others, both face to face and over the telephone, including an excellent telephone manner and comfortable dealing with clients.
7. Proactive and able to work on own initiative.

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8. Organised and methodical with the ability to multi-task, prioritise and work in a fast paced environment.
9. Excellent attention to detail and accuracy.
10. Committed to excellent client service.
11. Focused on achieving goals, adopting a can do attitude.
12. Highly motivated and willing to learn.
13. Ability to use shorthand desirable.
14. An understanding of and adherence to General Data Protection Regulation (GDPR), maintaining confidentiality and integrity at all times.

### **SUMMARY**

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.