



Muckle LLP Job description

Job Title	Associate
Group	All
Team	All
Reports to	Group head
Date	November 2010

Purpose of Job

To deliver high quality and business focussed legal solutions to clients while providing excellent service. The role of associate also carries responsibility for winning business, managing finances and coaching junior lawyers.

Main Activities	Performance measures
<ul style="list-style-type: none"> Perform fee earning work accurately, reliably and in accordance with firms' risk and quality management procedures. Pro active client management and strong communication with CRP and client service team. Ensure client communication is timely and meets their required standards. Work should be at a standard that it produces referrals/repeat business 	Client satisfaction, no compliance issues or complaints, referrals and repeat business
<ul style="list-style-type: none"> Develop business by winning new clients and seeking out new work from existing clients for self and others. Participate and contribute to business development activities and initiatives and cross sell all services 	Generation of fee income
<ul style="list-style-type: none"> Meet financial targets by ensuring: <ul style="list-style-type: none"> accurate time recording accurate and realistic fee estimates timely billing/cash collection working efficiently to maximise financial performance 	Budget met or exceeded
<ul style="list-style-type: none"> Deliver and ensure exceptional client service and client relationship building 	Net promoter feedback
<ul style="list-style-type: none"> Provide coaching and supervision to junior team members maximising their performance and development. Role model key behaviours and demonstrates the firm's values 	Performance of junior team members on relevant cases
<ul style="list-style-type: none"> Contribute to the general management and development of the firm by participating in and contributing to one of the firm wide committees or working groups 	Delivery of committee objectives
<ul style="list-style-type: none"> Build, maintain and nurture an appropriate network of contacts, referrers and business partners 	Contribution to SLX
<ul style="list-style-type: none"> Continuously seek opportunities to develop technical expertise and personal effectiveness. Keep up to date with developments in the law, taking responsibility for own knowledge management and ensuring CPD and knowledge management requirements are fulfilled 	Personal performance review rating CPD & KM hours met

Knowledge/ Skills/ Experience

- Excellent client service skills

- Strong technical ability in practice area
- Planning, organising and time management skills
- Financial and commercial awareness
- Core suite of BD skills such as networking, negotiation and presentation skills
- Team contributor
- Strong project management skills (corporate finance specific)
- Ability to supervise, coach and be a role model for more junior team members
- Developing client management skills

Behaviours

- Builds trust, credibility and confidence across the firm and with clients
- Develops self and others
- Collaborates and works for the whole firm
- Drives for results and achievement
- Commercially focussed
- Gets involved (community and firm)

Additional notes or information