

## Job description

<b>Job Title</b>	PA
<b>Group</b>	All
<b>Reports to</b>	PA Team Leader
<b>Date</b>	April 2017

### Purpose of Job

We are a modern, progressive law firm. We think differently and we believe in a culture where individuals and personalities can shine through.

Our PAs are held in high regard. We don't just want people who are great typists, but individuals who can think on their feet, work well with our clients and get things done. We work together as a team and need people who will provide a consistently excellent level of secretarial and administrative support whoever they work for.

<b>Main Activities</b>	<b>Performance measures</b>
<ul style="list-style-type: none"> <li>Providing professional and efficient secretarial and administrative support to a number of fee earners such as Partners, Associates, Trainees and other work providers</li> </ul>	Prioritising workloads, making others aware of your workloads and ensuring that all deadlines are met with a high level of accuracy
<ul style="list-style-type: none"> <li>Creating and amending high volume of documents, correspondence and emails using audio dictation and manuscript</li> </ul>	All documents to be created using firm templates and to house style standards with an emphasis on quality
<ul style="list-style-type: none"> <li>Comprehensive and proactive diary and travel management including scheduling meetings</li> </ul>	Effective management of diaries including key dates notification and liaison with BD and other teams on events
<ul style="list-style-type: none"> <li>Monitor and manage email inbox to ensure matters are filed or processed as appropriate</li> </ul>	In line with our DMS policies all emails to be filed in the appropriate client folders on a daily basis
<ul style="list-style-type: none"> <li>Acting as a liaison point for clients and colleagues</li> </ul>	Know the clients and understand their business and demands
<ul style="list-style-type: none"> <li>Dealing with clients on the telephone and in person in a professional, courteous and efficient manner</li> </ul>	Responding efficiently and effectively to all calls and queries
<ul style="list-style-type: none"> <li>Provide secretarial support to fee earners in other teams where appropriate and as directed by the client services team leader</li> </ul>	As directed by PA Team Leader to assist other teams when additional resource is required
<ul style="list-style-type: none"> <li>To undertake any additional tasks as requested from time to time</li> </ul>	Flexibility and teamwork
<ul style="list-style-type: none"> <li>Evaluate your role and ways to improve and develop for the benefit of yourself, your team and the firm</li> </ul>	Performance reviews and identifying any additional training requirements to help you in your role

## **Knowledge / Skills / Experience**

### **Essential**

- Effective oral and written skills with GCSEs or equivalent in English (Grades A-C)
- Relevant secretarial, word processing or computing qualifications (e.g. NVQ, RSA, ECDL)
- Previous secretarial experience at partner, director or senior manager level
- Minimum typing speed of 65 wpm
- Proficient in all aspects of computer software packages Microsoft Word, Excel, PowerPoint
- Ability to work independently and as part of a team
- Well organised with the ability to plan and prioritise resources, own workload and at times work under pressure and to tight deadlines
- Ability to multi-task
- Excellent PA skills i.e. diary management, arranging meetings, arranging travel & accommodation, dealing with clients both face to face and over the telephone

### **Desirable**

- Prior experience of working in a legal, accountancy or other professional services industry desirable

## **Behaviours**

- Uphold the Muckle values and act in accordance with the firm's Equality, Diversity and Inclusion policy.
- Contribute to a safe working environment by being aware of, and adhering to, the health and safety requirements in accordance with the firm's health and safety policies.
- Build trust, credibility and confidence within the team and with clients.
- Collaborate across the firm.
- Show commitment to self development.
- Be professional at all times with both clients and colleagues.
- Be friendly, helpful and approachable and to have a good sense of humour.
- Show enthusiasm.
- Be flexible, adaptable and reliable.

## **Additional notes or information**

The duties and responsibilities in this job description are not exhaustive