

Job description

Job Title: PA
Team: All
Reports to: PA Team Leader
Date: October 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.

Main Activities:

- Providing professional and efficient secretarial and administrative support to a number of fee earners such as Partners, Associates, Trainees and other work providers.
- Creating and amending high volume of documents, correspondence and emails using audio dictation and manuscript.
- Comprehensive and proactive diary and travel management including scheduling meetings.
- Monitor and manage email inbox to ensure matters are filed or processed as appropriate.
- Acting as a liaison point for clients and colleagues.
- Dealing with clients on the telephone and in person in a professional, courteous and efficient manner.
- Provide secretarial support to fee earners in other teams where appropriate and as directed by the client services team leader.
- To undertake any additional tasks as requested from time to time.
- Evaluate your role and ways to improve and develop for the benefit of yourself, your team and the firm.

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.

