**Job Description**

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| **Job Title:** | Legal Assistant |
| **Team:** | Various |
| **Reporting to:** | Head of Department |

Laceys is a well-established, trusted and forward-thinking local law firm operating from 3 Bournemouth based offices across a broad spectrum of practice areas.

We’re recognised in the Legal 500, demonstrating our strength and depth of legal advice across a range of services, for both individuals and businesses.

**The Role:**

An integral part of the organisation, providing a high standard of administrative support and client hospitality. Whilst you may predominately support the work of one department, the role is to provide support as needed to any department in the organisation, including providing reception and front of house cover as required.

Duties include:

* Acting as a first point of contact, dealing effectively and efficiently with daily enquiries, ensuring a positive client experience
* Developing new, and building upon existing, client relationships. This may include providing quotations and taking instructions for new work, as well as timely communication about progression of existing cases
* Setting up and maintaining legal files and effectively managing all correspondence. Managing the closure and storage of completed files
* Maintaining all case files to a high standard and in accordance with SRA requirements, the Law Society protocol, Laceys’ procedures and the LEXCEL quality mark requirements
* Coordinating appointments, including all correspondence and logistics
* Assisting with cases as appropriate and under supervision by the fee earner, which may include conducting research and collecting information
* Provision of a high standard of general administrative support including drafting letters and other documentation, supporting with archiving and file retrieval and ordering supplies
* Maintaining good relationships with third parties as relevant to the role, participating in marketing activities as required
* Assisting with billing and dealing with money received, as directed
* Undertaking such other administrative duties commensurate with the role, always considering how you can improve upon administrative processes for more efficient workflow within the team
* Assisting in training of new colleagues as appropriate

**The Person**

Qualifications:

* GCSE (or equivalent) Maths and English is a minimum
* A business or administrative qualification to NVQ Level 3 or equivalent is an advantage
* A legal qualification is not essential, but may suit a law graduate looking to progress a career in the profession

Knowledge:

* A good understanding of how to manage a variety of administrative duties
* A high degree of IT literacy, particularly a good familiarity with MS Office and ideally with experience of using electronic case management systems

Skills:

* Flexible and motivated. We value enthusiasm and commitment as well as ability and experience
* Resilient and highly organised in a busy working environment – an ability to prioritise and provide support to a number of fee-earners and partners across a wide range of cases
* Excellent interpersonal and communication skills
* Ability to work independently on your own initiative, with minimum supervision
* A strong team player who supports colleagues and the work of the team
* Attention to detail and effective time management

Experience:

* Previous experience and / or a keen interest in working in a law firm or legal department
* Proven administrative experience