

JOB DESCRIPTION

<p>Job Title: Legal Assistant/Receptionist</p> <p>Reporting To: Stuart Ashpole (Facilities) and Hanni Pennelegion (Family)</p> <p>Responsible for: n/a</p> <p>Department: Family Department and Facilities</p>	<p>Date: May 2015</p> <p>Location: Queen Square Office</p>
<p>Job Summary:</p> <ul style="list-style-type: none"> • To provide direct support to the family department to enable each of them to operate at optimum efficiency. • You will be the first point of contact for our clients therefore a good telephone manner and the ability to deal with clients will be essential. You will be meeting and greeting clients face to face and dealing with queries over the phone. 	
<p>Key Responsibilities for Legal Assistant:</p> <ul style="list-style-type: none"> • Typing, using SOS Connect and digital dictation to manage all current and archived matters including managing existing Contacts and Client data and creating new Contacts, Clients and Matters as required. • Using Egress Switch (encryption software) to send confidential documents out via email. • Liaising with clients, other solicitors, the Legal Aid Agency the Courts and others. • Organising meetings and conferences with Counsel and clients; making travel arrangements when necessary. • Sending reminders (texts, letters, and phone calls) to clients regarding appointments or Court hearings. • Obtaining availability of Counsel and experts involved in cases. Booking in Counsel/experts. • Triaging new matters, including Court appointed cases. Both on the phone and in person. • Preparing basic court forms such as divorce petitions or Form Es • Preparing indices, chronologies and schedules of assets • Taking telephone messages; scanning and filing post; attaching letters to envelopes with relevant enclosures and ensuring that post is checked and sent. • Adding to diaries dates and deadlines. • Researching of information when required (e.g. obtaining information relevant to cases using social media and other sources) • Maintenance of file format and content in accordance with the Office Manual, photocopying and scanning documents as required. • Creating, updating and maintaining case bundles. • Liaising with various professionals to obtain missing documents. • Meeting with clients to complete basic forms or obtain further information and instructions. • Delivering documents by hand to court and elsewhere • Assisting with reception duties when required. • Checking incoming post in absence of FE to see what is to be actioned. Ensuring that full notes are on files/ SOS and FE notified by email of all work done on the files in 	

FE's absence.

- Chasing up outstanding information on cases.
- Assisting with work for other colleagues if they are out of office due to annual leave, sickness etc.

Accounts procedures

- Preparing private client bills
- Requesting cheques
- Obtaining Partner's signature to cheques
- Requesting transfer of money between client and office accounts
- Referring amendments to cheques and bills to Partners for approval and dealing with the formalities for such amendment
- Assisting in the preparation of claims for costs on accounts to the Legal Aid Agency
- Obtaining the approval of Accounts of all claims on accounts prepared
- Obtaining payment on account from the Legal Aid Agency
- Paying out invoices on receipt of BACS statement from LAA.
- Chasing LAA for outstanding payments, claims, certificates etc.
- Providing costs draftsmen with all information required for an accurate bill to be drawn up
- Sending copies of Public Funding certificates received to Counsel (if used) and at all times ensuring that accounts are aware that a matter is a publicly funded matter.

Key Responsibilities for Receptionist:

- Reception to be manned at all times between the hours of 9am to 5.15pm and should not be left un-manned at any time during the hours of operation
- Answering the telephone and dealing with client enquiries both by phone and in person, transferring calls and taking messages.
- Greet all visitors, staff and contractors immediately on entry to the premises, if you are on the phone they must be acknowledged. Inform relevant staff member of visitors arrival and ensure they sign in and out of the visitors book
- All telephone calls are to be answered within 3 rings and calls transferred to the relevant staff member, Fee Earner or Legal Assistant.
- Photocopying
- Receiving and dispatching fax communications
- Dealing with all incoming and outgoing post and DX
- Open all incoming post, date stamp and deliver
- To accept and deliver any items received during the working day
- Ensure post leaves the premises no later than 4.45pm
- Closing of files on SOS within authorisation limit
- Archiving files and placing in storage facility
- Maintaining office diaries
- Updating and ensuring knowledge of any books and/or policies pertaining to receptionist duties such as Signposting.
- Receiving money from clients, paying in cheques, taking card payments and maintaining petty cash (if appropriate), if cash up to £250.
- ID – checking and photocopying ID and entering onto the system to assist fee earners
- Ordering stationery items where appropriate in line with current procedures
- Maintaining a tidy and well presented 'front of house' in the reception area, interview rooms and board room.
- Making refreshments and ordering food for clients and internal meetings when

required

- To cover sickness and/or holidays of other receptionists (which may incur travel to the other offices)
- Assisting the Facilities Manager in ensuring the reception area is run smoothly and any other adhoc duties may be given
- Any other reasonable duties as directed by your manager

Signed by Job Holder: (Print Name)

Signed:

Date: