

LEGAL EXECUTIVE

Job Purpose: To provide high quality, accurate advice and guidance to the firm's clients

Reporting to: Department Manager

Supervising: Paralegals

Liaising with: Secretaries
Secretarial Coordinator
Fee earners
Central Management Team

Key Tasks

- Working as a team member, and with involvement in cross organisational projects, you should develop relationships across the firm that facilitate smooth communication and management of day to day client matters and larger scale projects.
- Take initial client instructions.
- Analyse issues and advise client on solution in the context of the client's broad needs to achieve desired result.
- Draft appropriate documentation/letters subject to Partner/Department Manager approval.
- Maintain ongoing discourse with client and build relationship.
- Manage client file subject to six month review by partner.
- Negotiate with solicitors representing opposing party where appropriate.
- Prepare court papers where necessary interviewing witnesses/taking statements/instructing barristers etc.
- Ensure effective completion of administrative tasks particularly maintaining accurate, detailed client files and completion of Law Society and other required documentation.
- Prepare bills for payment and monitor outstanding fees making every effort to ensure prompt payment.
- Maintain professional knowledge and understanding through training, ensuring completion of the CILEx CPD requirements.
- Represent the practice in the wider legal/business sphere and seek to identify and build new client relationships.
- Time record appropriately.
- Feedback to secretarial coordinator in relation to secretarial support, especially where a secretary is allocated to specifically support you.
- Keep up to date on the work conducted by other legal departments to ensure accurate cross selling opportunities.

In the event of line management of a colleague;

- Initial responsibility for sickness absence management in accordance with the organisation policy.
- Initial responsibility for performance management in accordance with the organisation strategy.
- Conduct annual appraisals, identify training needs and, with the Department Manager, make provision for this training.
- Meet regularly with relevant Department Managers to pro actively address issues at the earliest opportunity.

Performance Standards

Effective performance in the role is assessed by the fulfilment of key measures. These measures include:

- Achievement of billing and chargeable hours targets
- New client introductions/referrals
- Client satisfaction
- Positive team relationships

Personal Competences

Communication

Actively seeks opportunities to communicate, uses appropriate language to convey facts, ideas or opinions. Listens and questions carefully to avoid misunderstandings.

Planning and Organisation

Establish efficient and appropriate course of action for self and others.

Team working

Recognise the importance of working together with other people and participates fully in the achievement of team objectives taking on whatever role is required.

Client Care

Discovers and responds to internal or external client needs to ensure delivery of an outstanding level of service.

Adaptability/Flexibility

Is able and willing to change, keeps an open mind, adapting rapidly to changes in the organisation and its environment.

Commercial Awareness

Create a financially-aware environment, constantly reviewing market conditions and delivering a competitive service.

Continuous Improvement

Continually reviews the current situation, identifies opportunities and develops and implements plans for achieving cost effective improvements, striving for standards of excellence in both

personal and team performance.

Staff Management and Development

Actively manages staff to maximise and continually improve the performance of the team.

Decision Making

Make high quality decisions through evaluation of all relevant data and reaching unbiased, logical conclusions.