

**Title:** Personal Assistant  
**Department:** Dispute Resolution  
**Primary Support:** Family



## ROLE SPECIFICATION

### The Role/Responsibilities

As a Personal Assistant in the Family Team, your role is to support the partners, and to a lesser extent the fee earners, in the Team. The role covers a wide range of activities including secretarial and administrative services. You will be required to take a proactive role in the continued enhancement of working practices, maintaining and constantly improving quality standards and our service to clients.

#### Responsibilities include:

- To take up a key part in the growth and development of the Family Team and be an integral part of the Team.
- To provide a full personal assistant and secretarial service to the partners, liaising with the Family Team's administrator where necessary;

#### Incoming 'traffic' and new clients

- Screen incoming calls, assisting clients with enquiries where possible via Microsoft Teams audio or video calls;
- Managing new client enquiries, including taking initial enquiries, keeping track of enquiries, follow ups (and prompting partners to do so).
- Open new clients and new matters via InTapp, to include all associated processes such as conflict checks, KYC gathering and production of client care letters;

#### Day-to-day management

- Proactive diary management for partners, including organising internal team meetings and external client and BD meetings.
- Use BigHand and Outlook efficiently to prioritise and complete tasks accurately and to time, to include delegation of tasks to the administrator supporting your pod;
- Organising conferences with counsel, and dates of availability for court hearings.
- Organising/booking training and travel bookings as and when requested by Partners/fee earners, to include liaising with the BD team, making bookings with training venue/travel provider, arranging payment of fees and updating fee earner diaries.

### Administrative tasks

- Although invoicing will primarily be the task of the Family Team's administrator, to support in ensuring invoices and narratives for every client are produced accurately and to time each month to meet the department's budget targets;
- Although document production will primarily be the task of Document Centre, to support in typing correspondence by copy (and/or audio) and compile draft replies to standard letters, ensuring that all correspondence and documents are produced to the highest standard and are in line with the Firm's house style (and any Family templates where appropriate), liaising with the Document Centre when necessary;
- Save and file correspondence and documents in accordance with the Firm's naming and saving protocols and Undertake scanning and copying or co-ordinate through General Office
- Ensure all finance administration tasks are undertaken accurately and in accordance with the timing protocols to ensure no breaches occur, to include receipt slips, transfer slips, write offs and disbursement payments to third parties;
- Ensure all completed matters are closed promptly, as per advice from fee earners or revenue control, and draft file closing forms for fee earner review and undertake all related tasks, to include archiving and/or returning documents to clients as appropriate.

### Technical tasks

- Accurate use of DocuSign and Bundledocs as and when requested by fee earners;
- Ordering copies of Office Copy Entries through HM Land Registry as and when requested by fee earners;
- Downloading of Documents via external platforms to save to IManage as and when requested by fee earners

### Other

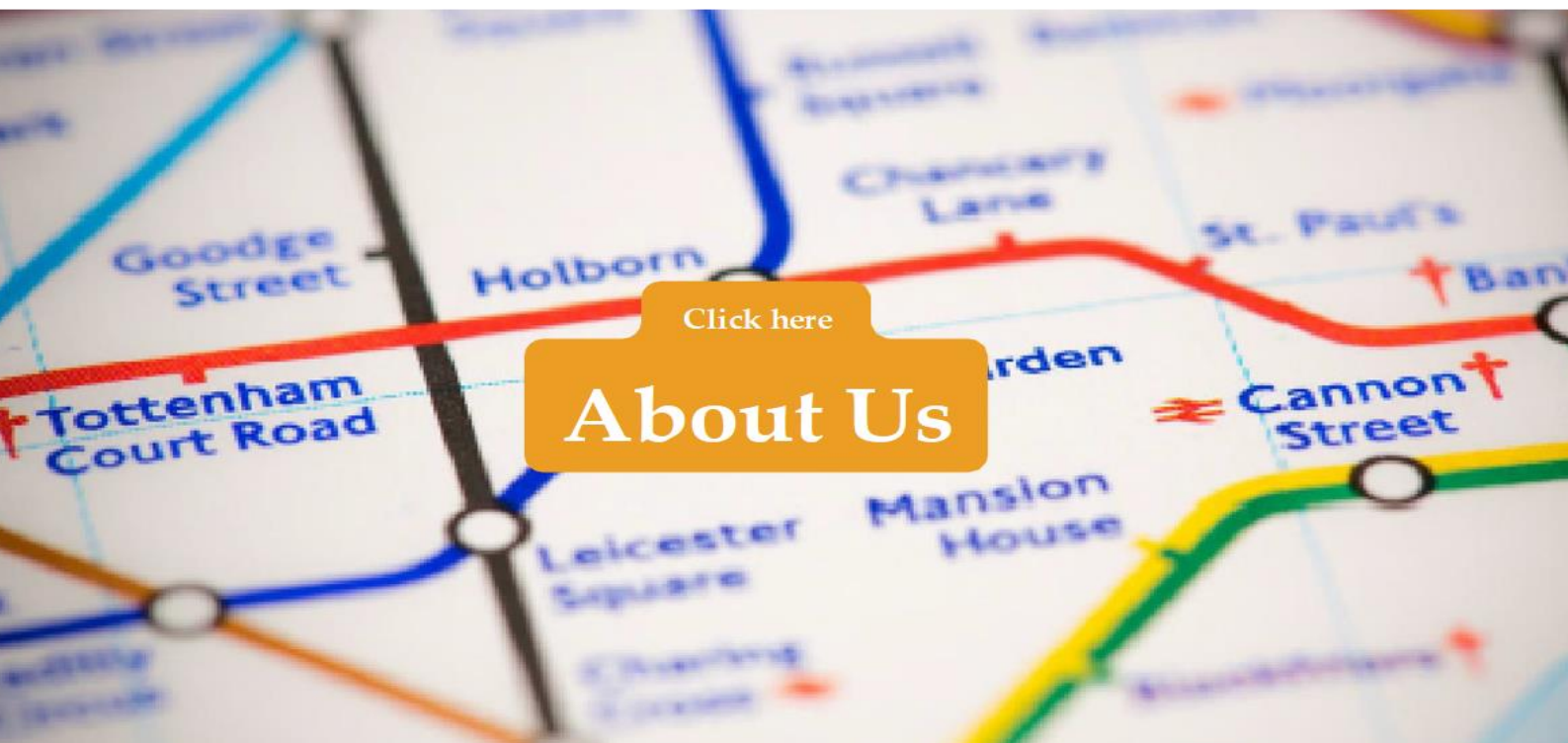
- Occasionally, where workload for the wider DR department is high, to help out with tasks for the other DR teams.
- Share know-how amongst the secretarial and administrative team, updating the working practices manual as appropriate;
- Represent the best interest of the Firm when dealing with people internally and externally;

# PERSON SPECIFICATION

**Our ideal candidate will possess most of the following attributes:**

- Previous relevant experience within a law Firm;
- Excellent time management and organisational skills;
- Meticulous attention to detail and will be able to demonstrate exceptional case management;
- A demonstrable track record of excellent direct client contact and client care; and
- Excellent IT skills, including advanced working knowledge of Microsoft Word and Office packages, working knowledge of document management system and e-filing and a minimum typing speed of 65wpm.

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.



## BENEFITS

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office-based and home working which is a discretionary benefit depending on the role and responsibilities.

### ON JOINING

- Life assurance scheme – 5x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme – buy up to five days extra holiday per annum
- Staff introduction bonus – £1,000 - 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service – 24/7 video GP consultations

### AFTER 2 MONTHS

- Group personal pension plan of 4% - 5% employer contributions
- Matching employee contributions of 4% - 5% (automatically enrolled)
- Processed via salary sacrifice 50% of employer NI savings added to contribution

### AFTER 3 MONTHS

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

### AFTER 6 MONTHS

- Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.



## Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies\* cover:

**Maternity** – We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility\*. If eligible, EMP provides 100% of your salary in weeks 1-16 and 50% of your salary in weeks 17-28. Weeks 29-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least six months from the date of your return to work before providing notice of resignation\*.

**Paternity** – We offer enhanced paternity pay (EPP) as full basic pay for up to three weeks\*.

**Shared Parental Leave** – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child\*.

## Adoption and Surrogacy\*

**Ordinary Parental Leave** – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children\*.

\* Full details can be found in our staff handbook, which will be provided upon offer of employment.







## Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

**Developing a diverse leadership** – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

**Attracting a diverse workforce** – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

**Engaging with everyone** in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

**Helping all our people** in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.



“As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”

Helen Curtis-Goulding  
I&D Partner Lead

[Click here](#)

**I&D at Fladgate**

# WELLBEING

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



- Bupa private medical insurance (optional benefit to join after six months' service)
- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app



## PHYSICAL HEALTH

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



## MENTAL HEALTH

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



## FINANCIAL HEALTH

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law



## SOCIAL & CSR