JOB DESCRIPTION

Title:	Practice Assistant (PA)
Hours:	9.30 am to 5.30 pm, and as required, flexible applications considered
Working week:	Monday to Friday
Responsible to:	Practice Support Manager
Department:	Dispute Resolution (Restructuring & Insolvency), reporting to Practice Support
Purpose of job:	The PA is an integral part of fee earning teams; providing a high level of professional support to Partners and Fee Earners. The PA is expected to take on complex tasks, support projects and provide departmental PA support; playing a critical role in managing daily administration for their stakeholders.

Practice Assistant day to day duties:

- Coordination of tasks with effective delegation to support teams as appropriate; ensuring completed tasks are checked for accuracy, demonstrating attention to detail, and ready to return to the fee earner by given deadlines
- All elements of document management, including extensive typing duties
- Proactive diary management: looking ahead at fee earner diaries to remind them of diary commitments, taking responsibility for ensuring that they have all supporting paperwork and information for each meeting or appointment
- Arranging internal and external meetings and conference calls, ensuring the smooth running of such meetings and making the appropriate arrangements (e.g. room setup ordering refreshments etc.) and liaising with other support departments as required
- All elements of travel management; booking and arranging travel, preparing detailed itineraries, researching options to ensure the most cost-effective choice
- Professional client liaison, being a first point of contact by telephone and email; taking messages, passing on information and dealing with queries as appropriate in a timely manner
- Efficient mailbox management for fee earners
- Identifying potential issues and coming up with solutions; knowing when to escalate any concerns to the Practice Support Manager so that a resolution can be found in a timely manner

Practice Assistant File/Matter duties:

- Assisting with new business enquiries, following departmental processes
- Assisting with file opening by carrying out conflict checks under supervision and as directed; assisting with the preparation of all relevant documentation

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- Monitoring new matters to ensure all of the necessary information and documents have been received (e.g. engagement letters/instruction forms/monies on account/money laundering documentation and other compliance documents), informing fee earners when documents are not received and assisting as required
- All elements of document management on the firm's CMS
- Liaising with the Records Management team regarding file closures and archiving

Finance and Billing duties:

- All elements of billing and financial management in accordance with practice area and firm procedures
- Processing expenses, requesting and processing disbursements from external parties
- Preparing electronic bank transfers
- Assistance with client balances
- Assistance with time recording

Business Support duties:

- Liaising as needed with business support services across the firm, to include: BD & Marketing, Finance, People & Culture and IT

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, changes will not be made without full consultation with the postholder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

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PERSON SPECIFICATION

Job Title: Practice Assistant

Essential	
Education/ Qualification:	• Educated to GCSE standard or equivalent, including English and Maths grades A-C (or equivalent)
Knowledge and Technical Ability	• Experience of working within a very busy, deadline driven, environment • Experience of working for a number of busy fee earners at the same time • Organised with strong analytical and problem solving skills • Ability to work independently, take initiative, set priorities and see projects through to completion on time • Knowledge of Mattersphere, iManage, Aderant and Bighand desirable • Advanced knowledge of Outlook, Word, Excel and PowerPoint and any other core systems implemented by the firm • Excellent written and oral communication skills, including grammar, spelling and punctuation • Develops own knowledge and skills to meet the demands of the role • Ability to remain calm under pressure and in demanding situations
Client Care	• Ability to establish and maintain effective working relationships within the department and firm overall • Ability to establish effective working relationships with clients, external suppliers and the firm overall
Firm wide Skills	• Promote the sharing of best practice and knowledge across the firm • Understand the importance of client confidentiality, information security and data protection and act accordingly • Commitment to Continuous Improvement practises
Attributes	• Demonstrates behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment • Shows a positive and proactive "can do" attitude • Enthusiastic and cooperative team-based approach and willing to help others and promote positive team relations • Reliable, with excellent timekeeping • Self-motivated, committed to the Firm and to personal growth

All applicants who are offered permanent or long-term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS)

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before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a ‘basic disclosure’ will be sought. This will reveal ‘unspent’ convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.

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