

Job Description

NAME: //
JOB TITLE: Partner/Senior Associate
DIVISION: Private Client
OFFICE: Telford
RESPONSIBLE TO: Divisional Head

PURPOSE OF ROLE

To seek new ways to champion the mfg brand as a firm of choice, proactively engaging in a variety of activities to support business and divisional development.

To undertake all aspects of private client work, upholding the highest standards of client care in line with the firm's values. To consistently adopt and encourage best practice in the areas of client service, regulatory and best practice, professional development, financial hygiene and marketing.

To assist in the operational management and effective running of the Telford office.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Client Service:

1. To handle and resolve a range of complex client matters commensurate to the role, aiming to do so within a reasonable timeframe.
2. To ensure that clients are regularly updated as to the current situation of their case, even if this is going through a period of inactivity.
3. To deal with telephone calls, emails, letters, and other electronic or on-line enquiries effectively and efficiently.
4. To develop and maintain good working relationships with external institutions, organisations and other third parties.
5. To demonstrate effective relationship management with peers and colleagues.

Regulatory & Best Practice:

1. To adhere to and implement Law Society and firm guidelines and regulations including inter alia those on client care, time recording, billing, disbursements, collection of bills, confidentiality and client and office accounts.
2. To undertake file reviews and provide constructive feedback as a means of quality control.
3. To maintain the confidentiality and security of all firm and client documentation/data in line with General Data Protection Regulation (GDPR) standards.
4. To ensure that all complaints are dealt with professionally, promptly and in accordance with firm policies.

Job Description

5. To complete all appropriate documents, maintaining files in a neat and orderly state and reviewing matters regularly, in accordance with firm policies/procedures.
6. To understand the obligations relating to client accounts and ensure bills, payments and receipts comply with the Solicitors Accounts Rules and the firm's rules.
7. To identify any potential risks to the firm, communicate these to the appropriate person(s) and take steps to mitigate such risks.
8. To understand and demonstrate compliance with the firm's Client Service Charter.

Professional Development (both personal and team):

1. To assume line management responsibility for at least one divisional team member e.g. supporting trainee/NQ development and acting as mentor where appropriate, including the administration of appraisals/ reviews.
2. To assist the Divisional and, where appropriate, Deputy Divisional Head on such matters as technical and professional updates.
3. To maintain respectful and effective communications with other members of staff.
4. To share information and knowledge freely and demonstrate effective delegation and support for others within mfg.
5. To carry out such other relevant duties on behalf of the division as allocated by the Partners/Divisional Head.

Financial:

1. To actively contribute to the financial success of the division and firm by attainment of set individual financial performance targets.
2. To maintain best practice for debt recovery and promoting this across the division.

Marketing and Business Development:

1. To proactively engage in marketing and business development activities, taking steps to make existing clients and contacts aware of the types of legal work undertaken by the firm.
2. To consider and effect introductions to other divisions of mfg where possible.
3. To identify and put forward new ideas to promote the mfg brand as a firm of choice.
4. To identify and put forward to the Divisional Head new ideas to facilitate continuous development of the division, with a particular focus on client service delivery.
5. To contribute to the delivery of the firm's strategic aims.

Job Description

Generic Responsibilities and Expected Standards:

1. To assist with the implementation of good working practices, maintain a high standard of work and client service/care within your area of responsibility, in accordance with the firm's policies, procedures and guidelines and/or as directed by your line manager.
2. To use initiative on all matters.
3. To undertake any specific training course as and when required.
4. To effectively demonstrate the firm's Values and Behaviours at all times.
5. To maintain clear and precise communications with other members of staff.
6. To ensure that any equipment supplied for the purpose of your work is used correctly, maintained and any defects/faults are reported.
7. To ensure that Health & Safety principles and safe working practices are followed at all times. Employees have a legal duty that gives them responsibility, so far as is reasonably practicable, to ensure that they do not endanger themselves or anyone else by their acts or omissions.
8. To cooperate with the firm on Health & Safety matters and do not interfere with or misuse anything provided for health, safety and welfare purposes.
9. To keep areas of work clean and tidy.
10. All employees have a responsibility to carry out their work with due regard for the environment. The firm's Environmental Policy and procedures relevant to your area must be followed.

PERSON SPECIFICATION

Skills, Knowledge, Experience and Attitudes

1. Possesses sound technical and practical understanding of the appropriate laws and legal context.
2. Demonstrable commitment to outstanding client service.
3. Supervisory/management experience, with an ability to provide feedback in an appropriate and timely manner.
4. Adept at communicating professionally with others, both orally and in writing.
5. An effective team player and ambassador of the firm's Values and Behaviours.
6. Commercially aware and understands the firm's constraints.
7. In collaboration with key stakeholders and staff members, able to make sound business decisions over the future running and growth of the office.
8. Proven ability to generate work referrals and contribute to the growth and success of the division, office and wider firm.
9. Understands the importance and implications of maintaining client confidentiality and GDPR standards.

Job Description

10. Proficient at managing multiple deadlines.
11. Passionate about ensuring the continuous professional development of self and others.
12. Competent with all forms of information and communications technology used by mfg.

SUMMARY

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of a defined job role will change, existing duties may be lost and other duties gained without changing the general character of the work or level of responsibility entailed. It is intended that this job description will be revised from time to time in discussion with the post holder.

In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.