



## JOB DESCRIPTION

**Job Title:** Apprentice Legal Executive

**Reporting to:** Supervisor/Department Head/Mentor

**Main Purpose of Job:** To acquire the experience required by CILEx in order to satisfy the 'Qualifying Employment' criteria

**Principal Duties:**

Getting Information	Observing, receiving and otherwise obtaining information from all relevant sources
Processing Information	Compiling, categorising, calculating, auditing or verifying information or data
Documenting and Recording Information	Entering, transcribing, recording, storing or maintaining information in writing or electronic form
	Type own letters and documents ensuring that these are produced in accordance with the firm's house style
	Ensure that all files are kept neat and tidy. Maintain and update electronic files (in accordance with the paper light scheme and process review where necessary)
Communication	Providing information to supervisors, co-workers and clients by telephone, in writing or in person
	Communicating with people outside the organisation, representing the organisation to customers, the public and other external sources
	Develop a good relationship with existing and potential Clients ensuring that a high standard of client care is exercised at all times
	Deal with queries over the telephone and take messages where appropriate
	Present Gordons in a way that gets people excited. Inspire trust and confidence
Other	Manage all client work allocated by Supervisor or Department Head in accordance with the firm's procedures and quality standards
	Draft appropriate legal documentation
	Take a supportive role in dealing with larger transactions
	Ensure that regular reviews of live matter reports, outstanding bills. Debtors, WIP, client balances are carried out and any issues reported to your Supervisor or Department Head
	Carry out general administration duties including preparation of accounts forms, faxes, filing and photocopying
	Open and close files ensuring the correct documentation has been completed in accordance with the firm's procedures
	Assist other fee earners as required

## Key Skills:

Reading Comprehension	Understand written sentences and paragraphs in work related documents
Time Management	Manage own time and workload
	Make most efficient use of time and other resources
Active Listening	Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times
Writing	Communicate effectively in writing as appropriate for the needs of the audience
	Written communication is precise, comprehensive and grammatically correct
	Uses plain English. Letters and reports are clear
Speaking	Talking to others to convey information effectively
	Ability to express thoughts clearly and audibly in an appropriate manner. Speaks with conviction
Active Learning	Understand the implications of new information for both current and future problem solving and decision making
	Pays particular attention to ensure high accuracy and detail
	Checks for understanding of communication and encourages feedback and contribution
Coordination	Adjust actions in relation to others actions
Critical Thinking	Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
	Analyse information and evaluate results to choose the best solution and solve problems
	Ability to use a wide variety of approaches to solve problems
	Ability to think outside the box
	Ability to apply learning from previous decisions made and from experience of others but always prepared to consider new solutions
	Ability to apply judgement in separating the relevant from the irrelevant when problem solving
Organising, Planning and Prioritising	Develop specific goals and plans to prioritise, organise and accomplish work load - inform others of deadlines that will not be met
	Ability to think through and adopt a clear, sensible approach to planning, prioritising and organising tasks and activities
	Ability to plan in advance and maintain progress to achieve effective and efficient completion
	Ability to ensure that plans affecting others are realistic and fully co-ordinated with timetables and milestones
Other	Computer literate with at least average skills in word processing, spreadsheets, databases and the internet
	Ability to actively encourage team work whilst recognising that all individuals are members of the bigger team
	The ability to communicate well, face to face, by telephone, in writing (or the ability to develop these skills)

## Key Qualities:

Personality	Demonstrates initiative
	Self reliant but able to work as part of a group
	Demonstrates ability to remain effective under pressure
	Demonstrates organisational ability
	Demonstrates a positive attitude
	Enthusiastic
	Accepts new challenges with a can do attitude
	Keeps criticism in proper perspective
	Detail conscious
	Ability to demonstrate confidence and persuasiveness
	Actively listens
	Adaptable
	Flexible
	Ability to be genuine, sincere and take responsibility for own actions
	High level of personal integrity, commitment and loyalty
	Demonstrates self belief
	Ability to be effective outside comfort zone
	Determined
	Demonstrate energy, drive, commitment and dedication to achieving success
	Ambitious and career centred
A completer/ finisher with high performance outcomes	
Proactive	
Ability to develop the skills necessary to meet the expectations of internal and external clients and be responsive to their needs and exceed their requirements	
Understand the need to develop and improve client and peer relationships	
Relationship management	Is obliging and responsive
	Helps remove barriers that impede a team and promotes team spirit
	Deals with conflict situations in a way that results in mutually acceptable outcomes
	Actively and successfully discourages blame and backbiting
	Always consistent in handling people
	Ability to understand the importance of creating an environment in which others understand personal and firm goals and objectives and in which people management, motivation and direction are provided openly, consistently and fairly
	Understand the importance of the team being motivated giving a high level of commitment to his/ her team
Leadership	Actively encourages their peers to understand and achieve the firms/ teams objectives
	Leads by example and has collegiate, adaptable style that motivates and fits in with the team
	Takes responsibility for own mistakes and seeks to resolve them
Business Acumen	By the end of the qualification period to have developed the ability to: <ul style="list-style-type: none"> <li>• Take action and exploit opportunities to influence and ensure sound financial results and profitability to support the future strategic direction of the firm</li> <li>• Apply and adhere to financial controls</li> <li>• Understand financial aspects of company performance</li> <li>• Understand marketing and management of the firm</li> <li>• Produce ideas and solutions which render his/ her operation more commercially effective – be this generating business or saving money</li> </ul>

## Personal Development:

Monitoring	Monitor and assess performance to make improvements or take corrective action
	Ensure personal objectives are reviewed and met
Relationship Management	Develop constructive and cooperative working relationships with others and maintain them over time
	Develop a professional yet friendly manner
Knowledge	Keep up to date technically and apply new knowledge
	Ensure relevant training is carried out and keep up to date with relevant legislation and practice.
	Ensure all work is carried out in accordance with SRA/ Law Society Regulations
Other	Ensure personal billing and time recording targets are met and maintained
	Ability to proactively develop competencies to help and improve performance and realise the potential of self with measurable benefits for individuals, the team/ department and the firm
	Recognise gaps in own development and look for suitable action plan
	Actively seek feedback on own performance and modify behaviour/ actions accordingly
	Adopt new technology and ways of working to enhance personal development and potential

## Other:

Ensure confidentiality of all the firm's and clients documentation and information
Inform mentor of any potential workload problems
Inform Partnership Secretary of potential health and safety problems
Carry out duties and responsibilities with due regard to the firm's Equality & Diversity Policy.