



JOB DESCRIPTION

Job Title: Administration Assistant

Reporting to: Partner

Department: Wills, Estates and Succession Planning ("WESP")

1. Job Purpose

Provide secretarial and administrative support to WESP fee earners across all three offices (Glasgow, Edinburgh and Helensburgh) and contribute to the smooth running of the Unit.

2. Position

The successful candidate will have the ability to assist with the provision, organisation and management of services to busy fee earners across all three offices and must be prepared to travel between offices as required. The successful candidate will work with other team members and report to a Partner in the team.

3. Scope and Range

Post reports to: Partner

Direct Reports: N/A

Budgetary responsibilities: As delegated

Key Responsibilities

Secretarial/Administrative

- Provision of secretarial and administration service to the Unit
- Facilitate the smooth daily running of the Unit, playing a part to ensure that there is effective secretarial and administrative support for all fee earners
- Liaise with clients as appropriate and take calls for other members of the department
- Help organise and coordinate all team meetings and CPD
- Help maintain staff holiday chart and department diary
- Help manage the paperlite environment and ensure retention of paperwork is kept to a necessary minimum

Legal administration

- Assist in review and update the POA list for 6 monthly Law Society Audit
- Assist in conduct file reviews and ensure matters are dealt with efficiently and timeously
- Liaise with clients on a day-to-day basis and respond to clients as directed

Induction/Training of new staff

- Help support new staff (fee earners, trainees and support staff) in respect of Unit induction including training on systems and Firm/Unit processes
- Help Arrange update training from time to time on Firm/Unit systems and processes

Billing

- Assist with the monthly auto billing for the Unit, ensuring fees are processed accurately and timeously

- Assist with the review of, and where appropriate deal with, credit balance outstanding fees and open timesheet reports
- Help produce departmental reports/spreadsheets on billing activity and fee earner workloads

Project work

- Contribute to making recommendations and initiating changes to systems and processes within the Unit and investigate how improvements can be made to increase administrative effectiveness

Other Duties

- Carry out any other reasonable duties as required

4. Communications and Relationships

The post holder will have extensive communication across the firm, liaising with Marketing, Finance (cash room, feeing unit), HR and IT.

Effective communication skills are essential given the scope of the role and the interface with clients.

5. Knowledge, Training and Experience Required

Essential

- Excellent organisational and time management skills, with good prioritisation skills
- Attention to detail and accurate record keeping/administration
- Well-developed communication and interpersonal skills
- Customer focused
- Numerate with ability to analyse and interpret statistical data
- Computer literate with knowledge of MS office, Excel etc.

Desirable

- Knowledge of legal terminology
- Knowledge of e-billing systems
- Knowledge of case management systems

8. Job Description Agreement

Job Holder's Signature & Date:

Head of Department Signature & Date:

May 2026