
Personal Assistant

Key responsibilities

PAs are expected to anticipate the support their fee earners require across a number of areas including M&BD, billing, travel, document support and production and inbox management. Whilst PA roles vary depending on the department, all PAs are expected to be competent in the core responsibilities listed below:

- Deal with highly confidential, private and often sensitive information.
- Extensive diary management: monitor and filter all emails, record / diarise / flag action points on important requirements and meeting planning.
- Make travel arrangements and work on often complex travel itineraries.
- Provide accurate and regular maintenance of complex electronic and paper filing systems.
- Update and maintain electronic case management systems.
- Proof reading and checking all work for spelling, grammar, formatting, presentation and sense.
- Familiarity with the team's relevant legal processes.
- Operate as a supportive team member providing holiday, lunchtime and absence cover for other PAs as required; ensuring all phone calls are picked up and being prepared to help out when others are busy.
- Ensure fee earner CPD records are up to date on BCurious.
- Initiate draft responses to written correspondence with clients.

Business Development

- InterAction – Responsible for proactively ensuring all their fee earners' client/contact information is up to date and they are included on the relevant mailing lists.
- Pitches/credentials documents – assist M&BD with the preparation of these documents by using PitchPerfect in Word and PowerPoint to ensure all information is up to date and on-brand.
- Managing logistics for fee earners' attendance at events/conferences etc with input from BD regarding the budget.
- Assisting with the coordination of Bristows client-focused events, particularly where their fee-earner has direct involvement in the event or the objective of the event is aligned to their BD goals.
- Proactively seeking and attending upskilling/training on the CRM systems (such as InterAction) as our use of systems will evolve over time.
- Assist with the coordinating and completion of annual directory submissions.

Billing

- Assisting with the management of Work In Progress alongside the allocated Revenue Controller.
- Ensuring accuracy of prebills, via editing and amendments within Prebill Manager to ensure accuracy and in accordance with client specific billing requirements, including specific fee rates if applicable.
- Take an active role in ensuring the prompt dispatch of final invoices, via e-billing or other methods.
- Maintain accurate records of expenses/disbursements/fees for client billing.
- Liaising with credit control department to monitor payment of invoices and responding to internal and external requests for additional documentation and information.

Document Production

- Producing and amending business critical legal documents on Word with speed and accuracy.
- Maintain databases and spreadsheets in Excel.
- Produce PowerPoint presentations including charts, graphs, client pitches and proposal documents.

Skills required

- Very strong verbal and written communication skills
- Proactive and resourceful approach, able to use initiative to find solutions
- Resilient and calm under pressure
- Very high level of computer literacy
- Positive 'can do' attitude and personable nature
- Organised and methodical approach to work whilst remaining adaptable
- High levels of accuracy and attention to detail
- Solid numerical aptitude when handling figures and performing basic calculations