

Job Description |

Department: Business Services
Location: Dublin
Role: Operations Assistant

The Role

The purpose of this role is to provide operational support within the Dublin office.

The Operations Assistant will act as a key interface between Partners and fee earners. The role will support the daily management of key operational activities as well as monitoring and reporting on matter management. They will be responsible for reviewing internal processes for effectiveness, to ensure compliance with our regulatory and contractual obligations and help deliver a cohesive and seamless service to our clients.

Key Responsibilities

New Instructions

- Monitor the volumes of new instructions
- Monitor allocation of new instructions to fee earners and compliance against client SLA's
- Provide the Partners with MI relating to new instructions

Matter Management

- Liaising with Partners to ensure the effective transfer of matters to alternative fee earner where applicable
- Monitoring fee earners caseloads and provide MI to the Partners regarding inactive matters for further review

Financial Support

- Monitoring the effective and timely closure of matters, ensuring the files are actively passed for final billing in line with internal and client SLA's
- Proactive and timely billing of matters upon receipt of instruction from Partners and fee earners

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- Supporting the Partner and fee earners with administrative activities arising from client billing requirements
- Oversee and support the management of aged debt issues, liaising with fee earners and the central credit control team to reach satisfactory resolution
- Proactively manage the effective processing of disbursements in line with client SLA's

Management Information Support

- Ensure the accurate submission of internal and client MI across all clients
- Proactively support fee earners in understanding the requirements of client MI to support the accurate completion of data
- Central point of contact for queries from fee earners regarding completion of MI

Administrative Support

- Work closely with the partners to review audit findings and support the implementation of improvement plans
- Work closely with the partners to monitor and proactively support an effective and speedy resolution of client matters

Essential Skills & Experience

- Demonstrable experience of producing and analysing data
- Excellent knowledge of insurance litigation processes
- Experience within an insurance claims related environment (preferably insurer based or legal services) .
- Knowledge and understanding of working with audit, SLA and KPI analysis
- Excellent knowledge of MS Office
- Demonstrable experience of the insurance industry and specifically the claims function.
- Proven experience of collaborative working and an ability to forge relationships with key individuals across all of the different practice areas.
- Understanding of data / MI issues
- Strong organisational skills and the ability to handle multiple priorities within tight timescales.

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- Able to work to very tight deadlines under pressure and to assimilate information quickly.
- Excellent verbal and written communication skills
- Demonstrates attention to detail with a high level of accuracy
- Positive and tenacious with the ability to pro-actively drive initiatives forward and motivate resources within and outside their team to perform.

The Firm

Clyde & Co is a leading global law firm, specialising in the sectors that underpin global trade and commercial activity, namely: insurance, transport, construction, energy, trade and commodities. It is globally integrated, offering a comprehensive range of contentious and non-contentious legal services and commercially-minded legal advice to businesses operating across the world. Clyde & Co is committed to operating in a responsible way. This means progressing towards a diverse and inclusive workforce that reflects the diversity of its communities and clients, using its legal skills to support its communities through pro bono work, volunteering and charitable partnerships, and minimising the impact it has on the environment. The firm has 480 partners, 2400 lawyers, 3200 legal professionals and 5000 people overall in over 60 offices and associated offices worldwide.

Our Values

Our values are the principles that guide the decisions we make, unite us in our endeavours and strengthen our delivery, for our clients and our firm. We:

- **Work as one** We are a globally connected team of talented people who act with a firm-first mentality to achieve success
- **Excel with clients** We aim high and challenge ourselves to deliver unique excellence for our clients, keeping them at the centre of everything we do
- **Celebrate difference** We help each other to be at our best and believe our differences result in greater achievement
- **Act boldly** We seek new opportunities, take action and learn as we go, recognising that curiosity drives our development and contributes to growth

Business Services Competencies

Clyde & Co is committed to providing extensive, personal and professional development opportunities for our people enabling them to be highly effective in their current role as well as assisting them to fulfil their career aspirations.

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The competencies are used to inform all aspects of Business Services career development. They vary across levels and different business areas and fall under the following areas:

- Technical Excellence
- People and Team
- Client/Stakeholder Relationships
- Service Delivery and Commercial Awareness
- Personal Effectiveness

This is the job description as constituted at present; however the Firm reserves the right to reasonably amend it in accordance with the changing needs of the business.

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