

Job Description | Assistant Legal Support Team Leader

The Role

Department: Legal Support

Location: Birmingham or Southampton

Role: Assistant Legal Support Team Leader

The Role

To support the Legal Support Team Leaders with the day-to-day line management and process management of the CMI, dictation, and case support teams; driving performance and ensuring that all Client and internal SLAs are met.

To support the LSTLs with the management and monitoring of workflow in the teams and ensuring a quality service is provided to both external and internal customers using digital software and methods.

Be the go to person in the absence of the Legal Support Team Leader, supporting as required, to ensure the smooth running of the support teams and an efficient and quality service to our internal Client – the lawyers.

To undertake and follow up on quality control checks, breaches, and issues; escalating where necessary, coaching, mentoring, and engaging with L&D as required.

Key Responsibilities

People

- Supporting Legal Support Team Leaders with first level line management tasks, dealing with absence reporting, holiday requests, etc
- Support with the recruitment and integration of new starters into the teams and offices ensuring a full training programme is provided and followed up with access to all reference materials
- Assist with managing the team resources to ensure task allocation in periods of planned absence and holidays
- Plan as far as possible for unplanned absence ensuring resilience in the team
- Be the 'go-to' person for the team in the absence of the LSTL

Knowledge

- Ensure the File Opening Guides are up to date at all times
- Maintain a knowledge bank of Client SLAs, Client MI and specific support requirements within the team ensuring cross training is regular and all work types catered for

At Clyde & Co we view diversity as critical to the international nature of our business and have created a working environment where people from different backgrounds can thrive. It is the Firm's policy to treat all employees and job applicants fairly and equally regardless of their gender, gender identity, marital or civil partnership status, race, colour, national or ethnic origin, social or economic background, disability, religious belief, sexual orientation, or age.

Please consider the environment before printing this job description.

- Keep process guides and knowledge for CMS and PMS and other systems up to date and accessible
- Alongside the Team Leader, maintain relationships with stakeholders including the CRMs and CRPs and other Business Services teams to ensure up to date client knowledge and strong team and working relationships
- Be the subject matter expert for the teams' supported in order to guide and support

Process / General

- To be the point of contact for all queries and issues
- Support with process changes, working with other departments and providing feedback
- Using initiative and experience to identify issues which need immediate attention, alerting the Legal Team Leader as required and escalating issues with client linked portals and inboxes to the CRM and CRP as necessary
- To collate and provide daily statistics / reports as required for reporting to the Legal Support Manager / Team Leader
- Excellent team player, sharing in team goals to provide excellent quality and efficiency of service, with a willingness to take on new responsibilities and challenges.
- Positive can-do attitude with the ability to adapt to change
- Confidential and discreet but able to redirect information when appropriate to ensure areas of concern are resolved effectively.
- Well organised and methodical with excellent attention to detail, ensuring accuracy in all client communications and deliverables.
- Ensure work flows are prioritised accordingly
- Investigate SLA breaches and identify flaws in the process and suggesting possible resolutions
- Deal with any escalation requests, e-mails, identify any blockages/breaches of the workflow stages and pursue timely resolutions, liaising with the lawyers as required
- Act as the IT liaison for errors and issues, working with the IT Service Desk and Team to ensure satisfactory and timely resolutions
- To demonstrate and reinforce the Firm's vision and values

Essential Skills & Experience

- Strong legal management background
- Detailed knowledge and experience of file opening utilising all internal systems
- Excellent IT skills
- Excellent communication skills and can interact at all levels as required
- Ability to see the wider picture and assess the impact of issues, decisions, and changes on the business to ensure an holistic and joined up approach
- Client/customer focused approach with the ability to build and maintain relationships with key internal stakeholders
- A strong people manager with the ability to become a trusted leader to the legal support team and the go-to person for the Partners and business
- Able to work under pressure and prioritise workload in accordance with time constraints, taking responsibility for team workloads
- Resilient, flexible with a willingness to change
- A decisive problem solver
- A strong team player who is recognised as a go to person within the team
- Willingness to support LSTL with ad hoc tasks assigned

- Requirement to travel to other offices as requested

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.

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.