



Position Description

Position	Administration / Secretarial Support – Litigation and Family Law Team
Location	Porirua
Reporting to	Litigation Director and Chief Executive Officer
Positions reporting directly to this position	Nil

Job Scope	
This role is primarily responsible for	Providing administrative and secretarial support to the firms Litigation Team and other Legal Advisors.

Areas and Responsibilities

Litigation and Administrative Support

Act as the first point of contact for the litigation team, relay messages, make appointments and respond to clients and external stakeholders with a sense of urgency.

Liaise closely with the Ministry of Justice.

Assist with the preparation of documents and correspondence including but not limited to Section 24 letters, legal aid applications, affidavits and Amendment to Grant applications.

Type accurate, clear and grammatically correct documents and correspondence to a consistently high standard including transcribing dictation typing in real-time, ensuring that all verbal instructions and communications are documented promptly and correctly.

Assist with filing of documents, letters and correspondence neatly on the appropriate file.

Assist with the preparation of matters keeping detailed file notes, gathering personal information from clients and preparing court documents.

Maintain accurate records. Maintain and keep up to date the Firms submission database.

Manage and undertake the team's billing on a weekly basis and to ensure that all billing tasks are completed accurately and on time, adhering to any other required timeframes.

Managing the team's debtors on a weekly basis, ensuring that all outstanding payments are promptly addressed. Liaise with the author to facilitate timely payment and respond to client queries with urgency, providing prompt and accurate responses to maintain strong client relationships and ensure continuous cash flow.

Assist with administration and Personal Assistant duties as required. Assist team members to prioritise daily tasks, maintain appointments and coordinate all activities.

Anticipate the needs of the Litigation Director including but not limited to managing emails and calendar.

Maintain the Litigation teams file management lists, anticipate court appearances and ensure files are prepared and ready for any appearance.

	Open, close and archive client matter files. Comply with the Firms AML policies. Do all photocopying, printing, faxing and emailing as required. Collate mail and address envelopes to ensure mail is included in the next mail pick up. Prioritise matters, set objectives and follow through. Comply with all legislation and Law Society rules and have a good understanding of the Rules of Conduct and Client Care and comply with them at all times.
File/Matter Management	Comply with the Firms procedures and rules governing client engagement. Maintain all files in a tidy and chronological order. Keep accurate file notes on important matters as they arise, giving particular consideration to potential liability and the requirements of the Rules of Conduct and Client Care. Invoice matters in a timely and appropriate manner and in accordance with the Firm's existing price list. Ensure all disbursements are recorded in the Firm's Practice Management Software and are recovered. Maintain accurate and up to date time records in the Firms Practice Management Software. Save all correspondence and emails to Firms Practice Management Software. Maintain an up to date and accurate case load list. Abide by the Firm's File Closure and Archiving policy.
Client Relationships	Maintain regular contact with clients. Actively acknowledge client requests, emails, and phone calls within 3 hours of receipt of message and/or email. Treat all clients with respect and report progress regularly to clients. Advise clients in a manner that they are able to understand and in an appropriate way.

	Actively participate in the Firms marketing initiatives, and activities and attend client and Firm functions as required.
General	Maintain relationships with the Firm's legal advisors and support staff and interact with supervisors and management in an appropriate manner. Ensure that electronic diary is kept up to date at all times and monitor staff departures from and anticipated return times to the Firms office. Read and comply with the Firms Policy and Procedures Manual. Provide back-up and support for other staff (including relief reception duties) to ensure client and office services continue uninterrupted. Undertake such other duties and responsibilities as the Chief Executive Officer may reasonably request from time to time. Understand what may constitute a risk to the Firm under its Professional Indemnity, Public Liability or any other insurance policy and report any potential liability, risk or error to the CEO or Litigation Director immediately upon becoming aware of such an issue. Keep desk and work area clean and tidy