

Client Services Administrator, Guildford

Job Description



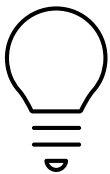
Making a difference



Who we are

We are an international law firm with a focus on private capital at the intersection of personal, family and business.

Our ability to understand people makes us who we are. We work together to build deep and trusted relationships that deliver meaningful value to our clients. We do this with empathy, attention, and clarity. No jargon, no attitude. We know what matters.



Responsible people make a responsible business

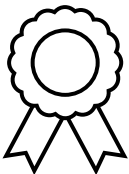
We know what it comes down to - how responsibly we conduct our business is a direct reflection of how responsible we are as people. In other words, only responsible people can run a business responsibly. We recognise that our long-term success as a responsible business depends on the health and resilience of our people, our clients, our communities, and our natural environment. We are working hard to ensure that we make a positive contribution for all our stakeholders.

As part of this, we are committed to developing an increasingly diverse, inclusive, and supportive workplace environment where everyone can bring their whole selves to work, feel valued, feel that they belong and can fulfil their potential.



We understand the benefits of hybrid working.

We adopt a hybrid working approach, working on a 60/40 split of working in the office and working remotely. This arrangement is non-contractual, dependent on requirements of the role and subject to manager approval.



What we value

Our values represent who we are as a Firm. They are designed to guide the way we think, behave, speak, collaborate, and do business. Please see our four core values below.



Collaborative
we pull together



Committed
we drive performance



Authentic
we stay grounded



Forward-looking
we look beyond

Client Services Administrator

Roles and Responsibilities

Customer Service:

- Able to develop solutions to ensure an exceptional service is provided at all times.
- Consistently and appropriately update service users on progress and status of tasks where appropriate
- Work with service users to offer assistance where possible
- Support the Compliance & Risk Team with the completion of client due diligence, conflict checking and the Anti Money Laundering processes
- Create new files and maintain and update existing files, demonstrating an understanding of the principal documents within file
- Deal with internal and external postal deliveries and arrange couriers' services as necessary
- Working effectively and efficiently on the Practice Management System to log and record documents
- Undertake all file closing procedures including the processing of archiving and retrieval
- Complete searches at the request of Partners, fee earners, Client Services Leads and Client Services Executives
- Photocopying, printing, scanning, binding, and filing tasks
- Supporting the Finance team by ensuring receipts, cheques and bills are correctly loaded onto the system
- Any ad hoc duties as requested by the business

Practice Group Specific Tasks:

- Depending on which Practice Group you are working in there will be some additional tasks specific to that group which may include:

- Producing document packs to be used by the Practice groups
- Producing court bundles
- Keeping client specific records updated where necessary
- Preparing files for costs assessments
- Undertaking basic Land Registry searches
- Data Subject Access Requests
- Checking Companies House for company registration numbers, addresses, director details etc
- Updating the Practice Group intranet pages
- Additional practice group specific administration tasks that were required
- Comply with all relevant legal and regulatory obligations including the Solicitors Regulation Authority (SRA) Standards and Regulations, and Principles.

Person specification

- A minimum of 6 months administration experience
- GCSEs graded A to C to include maths and English (or equivalent level of qualification)
- Solid customer service centric experience and work ethic

Competencies

- | | |
|--------------------------|------------------------------|
| • Working together | • Integrity and respect |
| • Inclusive | • Personal impact and growth |
| • Driving high standards | • Commercial mindset |
| • Client - centric | • Responsible Business |

Contact

If you have any queries, please contact

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