

STEWARTS

Job description

Job title:	Executive Assistant
Reporting to:	Head of Policyholder Disputes
Department:	Policyholder Disputes
Location:	London
Purpose of role:	To provide a high level of assistance to the Head of Policyholder Disputes and the wider department
Hours:	Permanent, Full Time
Reviewed:	April 2024

Job responsibilities:

- Assisting the Policyholder Disputes Head of Department
- Representing the Policyholder Disputes team and being the “go to” person for the partners and the department
- Coordinating and organising departmental processes and events (reporting, snapshots, social activities, training workshops)
- Extensive diary management – arranging meetings, interviews, some travel arrangements, client entertainment, checking outlook calendars, reminding re appointments and assisting in their preparation. Using own initiative to making appropriate determinations of behalf of others when required
- Typing and/or drafting correspondence, notes, reports, emails, forms, minutes, spreadsheets, slides and other documentation
- Manage and maintain professional relationships with clients and other stakeholders, acting as gatekeeper for telephone calls and emails where required
- Communicating with clients and others and addressing queries
- Carrying out organisational and administrative tasks such as copying, proof-reading, extensive file management (hard copy and email)
- Accounting: processing payment of invoices, time recording, assisting with the billing process, dealing with expenses, preparing statements of account including narratives, awareness of client preferences, charge-out rates, funding arrangements, collating financial data for monthly reports
- Maintaining client data and assisting with marketing activities
- Undertaking a range of ad-hoc duties and projects as delegated from time to time

Job skills:

- Proficient organisational and administrative skills, attention to detail and ability flexibly handle time-restricted projects
- Excellent communication and influencing skills
- Excellent IT skills, experienced with relevant spreadsheets, databases, ability to adapt to new technology and processes
- Excellent written skills, compiling data analysis and report writing
- Ability to demonstrate excellent judgement and discretion regarding confidential and commercially sensitive information

Previous Experience:

- Extensive previous legal secretarial/PA experience within a law firm or other professional services organisation

General skills:

- Well organised, uses initiative, prioritises appropriately, applies self, manages own workload and meets deadlines
- Demonstrates excellent people skills (respectful, positive, articulate, professional and sympathetic)
- Delivers helpful internal services with a proactive and "can do" approach, shows commercial awareness and represents the department/firm appropriately
- Calm, articulate and exchanges information and ideas
- Accepts and follows instructions, listens, makes notes, questions appropriately, acts collectively
- Aptitude to pick up new technology and software
- Shows sound judgement and strategic planning skills; acts within boundaries
- Shows dedication, passion and eagerness
- Is a respectful, reliable and encouraging team player
- Reflects the firm's culture