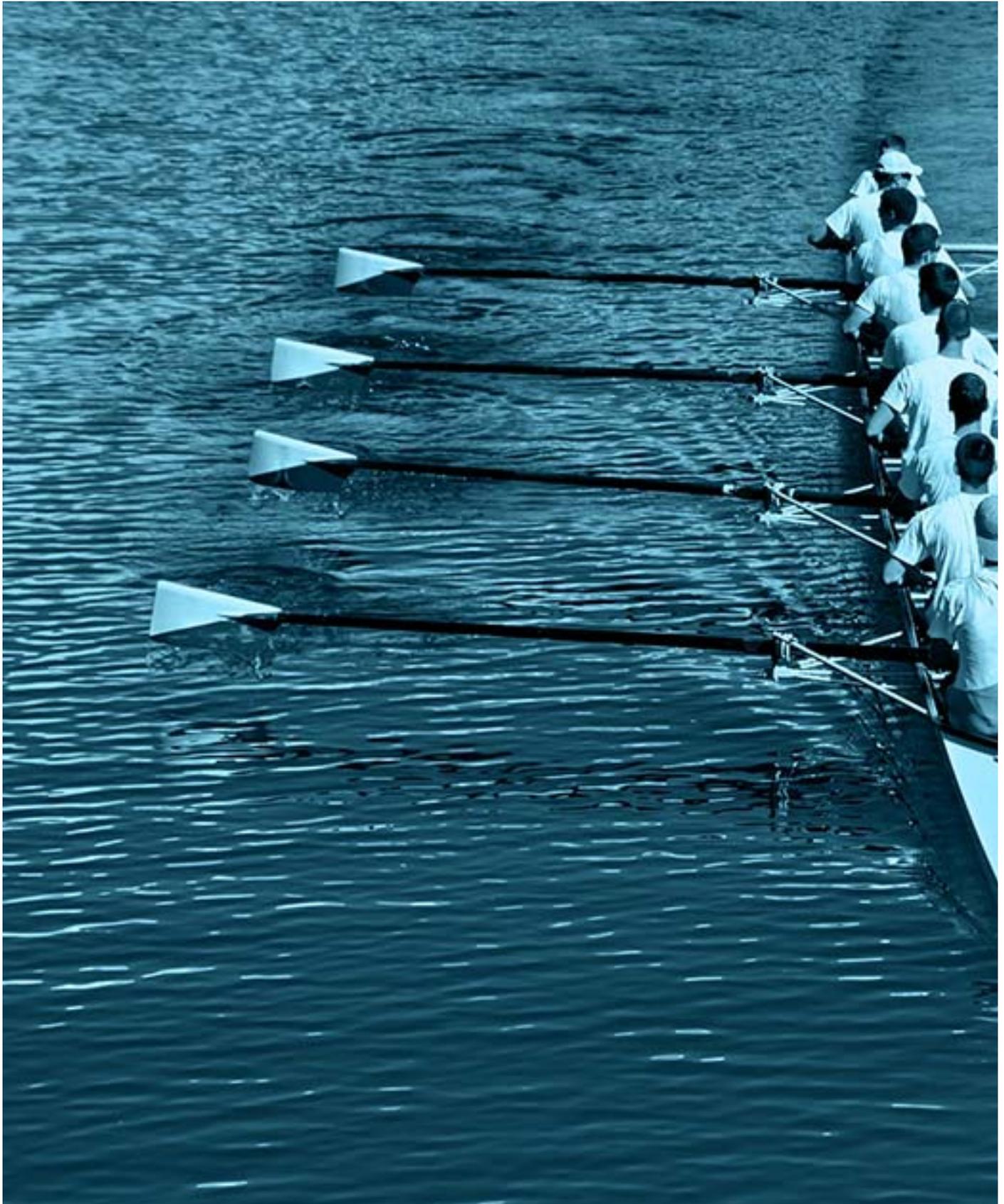

Client Services Executive

Job Specification



OUR OFFICES



OUR AREAS OF INTERNATIONAL FOCUS

OVER



EMPLOYEES

LONG TERM PARTNERS



AVERAGE LENGTH OF SERVICE



RANKED IN TIER 1 IN 18 WORK TYPE/ GEOGRAPHICAL CATEGORIES

(LEGAL 500 UK, 2018)



RANKED IN UK GOVERNMENT'S TOP 50 EMPLOYERS FOR SOCIAL MOBILITY 2017



RANKED IN 47 LEGAL AND GEOGRAPHICAL CATEGORIES OF CHAMBERS 2018

The Firm

Charles Russell Speechlys works with clients in the UK and throughout the world. Our lawyers are based in 11 locations across the UK, Europe, the Middle East and Asia, through each of these locations, clients are able to access the full range of the firm's skills and expertise.

We have an unusually broad range of skills and experience across the full spectrum of business and personal needs. This gives us a wider perspective, clear insight and a strongly commercial long-term view. We use this approach to secure the growth of our clients as they move confidently into the future. It has made us a leader in the world of dynamic growth and family businesses, and among the world's leading creators and owners of private wealth and their families. Major corporates and institutions find our more considered and personal approach a refreshing alternative to conventional business law firms.

Size and scope

- We have over 650 lawyers, including 170 partners.
- We operate from 11 offices in London, UK regions, Europe, the Middle East and Asia.
- We are a full service firm, offering 12 broad legal disciplines and focusing on 10 industry sectors.
- Our annual turnover last year was £150 million.
- The average length of service for our partners is 14.3 years.

International

- Around 10% of our lawyers are based overseas.
- We have international offices in Doha, Dubai, Geneva, Hong Kong, Luxembourg, Manama, Paris and Zurich.
- We have a regional focus on Asia, the Caribbean, Europe, Sub-Saharan Africa, the Middle East and the USA.
- In undertaking cross-border assignments, we adopt a "best in class" approach to working with law firms from other jurisdictions, depending on the sector specialism we require and, where relevant, a client's preference. We have long standing relationships with firms in all major jurisdictions including through our membership of the Association of European Lawyers (AEL) and ALFA International.

History

- Charles Russell was founded in 1891 by Charles, son of Lord Russell of Killowen.
- Speechly & Co was founded in 1875 by Thomas Speechly.
- Charles Russell and Speechly Bircham merged on 1 November 2014 to create Charles Russell Speechlys.



Client Services Executive

The Team:

This role will form part of the newly formed “Internal Client Services” team (“the team”) providing dedicated services across all practice groups in the Firm.

Whilst you will be working within the individual practice groups and offices, the reporting lines will be directly to the management structure of the team. You will be responsible for delivering the highest level of internal client services to Partners and fee earners through:

- An excellent client support service based upon a detailed understanding of Partners, fee earner and clients’ needs
- Timely responses to enquiries and high standards for completion of work
- Clear, informative and open two-way communication
- A desire and ability to provide solutions
- Integrity and transparency at all times
- An ability to help Partners and fee earners help the clients

The Role:

The role of Client Services Executive will be to ensure operational excellence in supporting internal and external clients. Their focus will be to identify the best approach and methodology to provide exceptional service levels to Partners, fee earners and their clients. To achieve this, the Client Services Executive will need to take an active interest in and obtain a thorough understanding of all aspects of client requirements.

This role will report to a Client Services Lead.

Key Tasks and Responsibilities (this is a broad but not exhaustive list):

Project Co-ordination

- Distribute and co-ordinate appropriate support for specific client projects
- Set up processes for client matters through liaison with Partners, fee earners and client contacts
- Support Partners, fee earners and the Business Development and Marketing teams with preparation of pitches, presentations and events and with other projects and tasks
- Identify and act upon process improvements across the team to enhance both internal and external client service

Client relationship management

- Ensure that all client related correspondence is received by the appropriate Partner or fee earner
- Take an active role in relationship management and client care

- Enter and ensure accuracy of client information on the Client Relationship Management system, currently InterAction
- Communicate with external clients both independently and upon instructions from Partners and fee earners
- Arrange client meetings and ensure efficient responses to written and verbal client queries
- Check to ensure clients terms of business in place as soon as file opened and to follow up with fee earners accordingly

Communication

- Take internal and external telephone queries, responding as appropriate and ensure that all messages are passed on in a timely manner
- Liaise with relevant Business Resource teams on behalf of Partners and fee earners
- Liaise with the Client Service Lead over any planned absences, arranging cover as necessary and communicating this to the relevant Partners and fee earners

Financial

- Assist Partners and fee earners in ensuring time recording is up to date and captured in a timely manner
- Liaise with the appropriate Finance team in relation to invoices, expenses, client billing and accounts
- Process invoices and expenses on the online system, currently Chrome River
- Assist the billing and credit control processes and liaise with the Finance team in relation to these to ensure a consistent and efficient approach
- Produce standard financial and time reports through the system

Administrative

- Participate in distribution of work and monitor progress of work allocated to Client Service Administrators to ensure tasks are completed in a timely manner
- Monitor and track all tasks and prioritise accordingly
- Diary management and coordination to ensure Partners and fee earners receive regular updates on meeting arrangements
- Take responsibility for room booking and meeting coordination including confirmation of attendees, arranging relevant technology, refreshments and catering
- Ensure travel bookings are completed and that relevant information is submitted and communicated in advance
- Arrange for photocopying, scanning, printing and filing to be carried out by the team
- Arrange for files to be opened, closed and maintained
- Supervise Client Services Administrators' record keeping and general filing tasks
- Use effective systems to ensure that both short and long term tasks are completed within required timescales

Other duties and responsibilities

- Assisting other members of the team, both proactively and at the request of the Client Services Lead
- Provide cover for the Client Document Executives as necessary (for example, during periods of heavy workload, holiday or sickness periods)
- Short dictations and basic amendments and document updates

- Conflict searches, file opening and risk assessment forms
- Drafting letters of engagement
- Updating and maintaining integrity of information held in Outlook, Interaction and 3E
- Minor document production amendments and assistance
- Working effectively with other legal and Business Resource teams as required
- Any other duties as reasonably requested by Partners, fee earners, Client Services Leads, or the Head of Internal Client Services

Personal Specification:

A Client Services Executive has responsibility to ensure that their skill set is up to date and they are familiar with the Firm's teams, key individuals, clients, internal systems and procedures. This will ensure that the Client Services Executive is able to carry out the role effectively and, where appropriate, discuss any training requirements with the Client Services Lead.

In addition to this, they should have/be able to:

- Accurate typing speed of at least 60 words per minute
- Advanced knowledge and experience of using software including all Microsoft Office packages
- Experience of using Practice Management Systems
- Demonstrate solutions-focused working methods
- Excellent verbal and written communications skills
- Solid customer service centric experience and work ethic
- Good interpersonal skills with the ability to adapt style and approach
- Able to work both independently and as part of a team
- Excellent attention to detail and deliver work with accuracy
- Demonstrate the ability to use initiative and develop solutions to ensure a good service is provided at all times

We offer a great, comprehensive benefits package. You can see some of these benefits on the next page.

Contact

If you have any queries please contact

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This job description is not rigid or exclusive and may be adjusted at any time in consultation with the Director to meet the needs of the Practice or the post holder. There is constant review and adaptation to meet the changing needs of the Practice.

Please note in respect of our UK offices, any offer of employment will be conditional upon the successful candidate having the right to reside and work in the UK. In respect of the overseas offices any offer of employment will be subject to being able to obtain the relevant visa. Charles Russell Speechlys is an equal opportunities employer. We respect and support diversity within our workforce.

FINANCIAL WELLBEING

- Pension scheme
- Life assurance
- Income protection insurance
- Interest free season ticket loan
- Mortgage advice service



HEALTH & WELLNESS

- 25 days holiday and long service accrual
- Private medical insurance
- Employee Assistance Programme
- Access to corporate gym membership rates
- Eye care
- Wellness initiatives
- Holiday purchase scheme



OUR BENEFITS

CRS
CharlesRussell
Speechlys

REWARDS & RECOGNITION

- Bonus scheme
- Long service bonus
- Recruitment referral bonus
- Recognition scheme



LIFESTYLE & FAMILY FOCUS

- Friday casual dress policy
- Summer casual dress policy
- Cycle to work scheme
- Give As You Earn charitable giving
- House move day
- Volunteering days
- Maternity and paternity benefits
- Wedding gift

