

JOB OPPORTUNITY

Assistant Practice Manager



**ECCLES HEDDON
SOLICITORS**



Job Title:

Assistant Practice Manager

Responsible to:

Practice Manager / Partners

Main purposes of role:

1. Support the Practice Manager and Partners in the smooth, efficient, compliant and professional running of the firm.
2. Undertake a broad and hands-on role covering office administration, compliance support, HR administration, facilities, finance administration, systems, client service standards and general operational support across the practice.
3. Use initiative, maintain confidentiality, support staff across departments and contribute to continuous improvement in the way the firm operates.

Skills & Experience

Essential

- Good standard of general education, including strong written English and a high level of numeracy.
- Relevant professional, legal secretarial, business administration, management, bookkeeping, compliance or supervisory training would be advantageous.
- Willingness to undertake further training in legal compliance, AML, data protection, client care, equality and diversity, health and safety, management or accounts procedures as required.

Desirable

- Previous experience in a solicitors' practice, particularly a high street or general practice environment.
- Familiarity with practice areas commonly found in similar firms, such as residential conveyancing, wills and probate, powers of attorney, agricultural or rural property matters, family work and small business advice.
- Experience using legal case management software, legal accounts systems or compliance workflow tools.
- Knowledge of SRA Accounts Rules, AML procedures, complaints processes, CQS/Lexcel-style quality standards or similar risk and compliance frameworks.
- Experience supporting recruitment, appraisals, training records, holiday cover, office policies or HR administration.
- Understanding of local community relationships and the importance of reputation, accessibility and continuity of service in a market town setting.

Personal Attributes

- Reliable, discreet and trustworthy.
- Practical, adaptable and willing to turn a hand to a wide range of tasks.
- Proactive and able to work independently while knowing when to seek guidance.
- Patient, courteous and community-minded.
- Committed to continuous improvement and maintaining professional standards.
- Fair, inclusive and respectful in dealings with colleagues, clients and third parties.

Career Development

This role provides an excellent opportunity to develop a long-term career within the practice, with potential to lead to promotion to Practice Manager upon the retirement of the current incumbent of that role.

Job Responsibilities

1. Practice Operations and Office Management

- Assist with the day-to-day running of the practice, ensuring that offices operate efficiently and professionally.
- Act as a point of contact for staff queries relating to office procedures, systems, facilities and general administration.
- Support the Practice Manager with workflow, resourcing, rotas, reception cover, holiday cover and general staff coordination.
- Monitor office supplies, equipment, maintenance issues and supplier arrangements.
- Help ensure that office procedures are followed consistently across all departments and locations.
- Assist with internal projects designed to improve efficiency, client service, file management and operational processes.

2. Compliance, Risk and Regulatory Support

- Support the Practice Manager, COLP, COFA and Partners with compliance monitoring and regulatory administration.
- Assist with client due diligence, source of funds checks, risk assessments and ongoing monitoring processes.
- Help maintain compliance records, logs, registers and audit trails, including complaints, undertakings, breaches, gifts and hospitality, training and file reviews.
- Assist with preparation for internal audits, external audits, accreditation reviews and regulatory inspections.
- Support implementation and review of policies and procedures, including anti-money laundering, data protection, confidentiality, complaints handling and client care.
- Promote good risk management practice and escalate concerns promptly and appropriately.

3. HR and Staff Administration

- Assist with recruitment administration, including drafting adverts, arranging interviews, preparing documentation and liaising with candidates.
- Support onboarding and induction processes for new starters, including preparation of paperwork, systems access, training schedules and probation review reminders.
- Maintain accurate staff records, holiday records, absence records, training records and other confidential personnel information.
- Assist with appraisal, supervision and performance review administration.
- Support the Practice Manager with staff communications, meeting arrangements, note-taking and follow-up actions.
- Help coordinate training, wellbeing initiatives and internal procedures to support a positive working culture.

4. Finance and Accounts Administration Support

- Assist with accounts processes where appropriate particularly in providing holiday and absence cover for the Finance Manager and Legal Cashier.
- Provide management information, reports, spreadsheets and data checking.
- Help monitor disbursements, office payments, supplier invoices and internal authorisation processes.
- Assist with financial housekeeping tasks, including checking that matters are closed, archived and billed appropriately.
- Maintain awareness of the importance of compliance with Solicitors Accounts Rules and internal financial controls.

5. Systems, Data and IT Coordination

- Assist with the effective use of the firm's case management systems, Microsoft Office applications and other IT applications and provision.
- Support staff with basic system queries, templates, process guidance and escalation of IT issues to external providers where required.
- Help maintain accurate data on files, contacts, matters, reports and management systems.
- Assist with projects relating to paperless or paperlite working, digital filing, archiving and process automation.
- Promote good data protection, cyber security and information management practices.

6. Client Service and Quality Standards

- Support the firm's commitment to excellent client care, clear communication and professional service standards.
- Assist with monitoring client feedback, complaints, reviews and service improvement actions.
- Help ensure that client care information, terms of business, costs information and file opening documentation are used consistently.
- Provide administrative support for accreditation schemes, quality marks or external panel requirements where applicable.
- Promote a professional, welcoming and efficient client experience across reception, telephone, email and departmental processes.

7. Marketing, Business Development and Community Profile

- Assist with practical marketing activities, including website updates, social media coordination, events, sponsorships and local community initiatives.
- Support the preparation of staff profiles, recruitment material, client communications and internal announcements.
- Help gather information for tenders, directories, panel applications or business development opportunities where required.
- Contribute ideas to improve the firm's visibility, reputation and client engagement.

Any other tasks as reasonably delegated by the Partners or within the practice including providing cover for colleagues as and when necessary.

This job description is intended as a guide to the main duties and responsibilities of the role and is not exhaustive. The postholder may be required to carry out other reasonable duties consistent with the needs of the firm and the department.



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