

## Practice Group Support Legal PA

### About Eversheds Sutherland

Eversheds Sutherland represents the combination of two firms with a shared culture, values and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solutions for every client.

As a full service law practice, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the US providing legal advice to clients across the Company Commercial, Employment, Labour & Pensions, Litigation and Dispute Management, and Real Estate practices.

With 74 offices across 35 countries worldwide, we have become one of the largest law practices in the world and a great place to work and develop your career.

### Practice Group Support

As one of the largest full service global law practices, our support team play a fundamental role in delivering a professional client service for both our UK and international offices. Adding value and supporting our stakeholders is the key to the success of our teams. If you thrive on being challenged and enjoy working in a highly motivated team, have a can-do approach with good communication skills, we look forward to meeting you.

We believe people develop through learning and are transforming our approach to learning and performance through our feedback and development culture and an innovative approach to professional development for all of our people. This underpins our high performance culture so that our people feel managed, supported and developed continuously and as part of their everyday work. Our comprehensive learning programmes are delivered globally using a blended learning approach, which combines technical and business skills as well as talent development.

### The Role

The role of Legal PA is to work as part of our Practice Group Support team to provide professional and proactive support to an allocated group of stakeholders, operating with a high level of confidence. Effective communication and influencing skills are vital together with an assertive, proactive and forward thinking approach. Taking ownership of tasks through to completion and going above and beyond to fulfil business needs.

Our Legal PAs are responsible for a wide and varied range of tasks to support our business. We empower our people to stretch their skills and encourage ongoing personal and professional development, leading by example to junior team members. To increase motivation and help you succeed, we offer a variety of technical training and soft skills courses and are committed to a culture of continuous feedback.

### Skills and Experience

- | Experience of working within a similar environment providing PA support to senior stakeholders
- | Excellent communication, organisation and interpersonal skills, with the confidence to liaise with senior stakeholders and demonstrate flexibility and resilience
- | Influence, negotiate and manage conflicting demands using initiative
- | Ability to delegate and own transactional activity
- | Strong team ethic; offer to support where necessary
- | Intermediate to advanced skills in

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Microsoft applications including Outlook and Teams

- | Seeks to provide an outstanding level of client services at all times
- | Excellent problem solving skills and using initiative, anticipates what is needed and takes appropriate action
- | Strong relationship building skills, both internal and external

- | Desire to strive and go the extra mile
- | Flexible and easily able to adapt to change

## Key Responsibilities

- | Client focussed with regular meetings with stakeholders to discuss actions, priorities, expectations and future planning
- | Comprehensive and proactive diary and travel management, anticipating future demands and actions required, using knowledge and initiative to resolve conflicts
- | Organising and planning meetings, to include coordinating agendas and papers for internal and external meetings, booking travel and arranging for necessary equipment and refreshments using technology and resources available for both physical and virtual meetings
- | Managing workflow, delegating and owning transactional activity ensuring a successful conclusion
- | Acting as liaison point for clients and colleagues
- | Dealing with and screening calls, delivering a positive client experience
- | Assisting with client queries during stakeholder absences/mailbox management and actioning as necessary
- | Draft replies to incoming internal and external correspondence
- | Be a champion for process changes
- | Paper and electronic filing
- | Prepare and submitting expenses
- | Utilise CRM as a key business tool, including managing, updating, reporting and research
- | Flexible approach, adopting a blended work pattern approach in hours and location, to accommodate stakeholder and client needs

- | Providing comprehensive financial administrative support to stakeholders; ensuring compliance with legal, firm wide and practice group specific policies and procedures
- | Managing the end to end file management process
- | Pitch/PowerPoint creation for stakeholder group liaising with the marketing/pitch team as needed
- | Marketing/business development, co-ordinate and organise events, creating interaction working lists, flyers, communicating with attendees on requirements and dealing with the end to end process
- | Build and maintain collaborative working relationships with all clients and colleagues, building trust and strong networks
- | Demonstrate client service excellence by being responsive to all requests, effectively utilising all communication channels available across a blended work pattern
- | Continuously seeking opportunities to embrace technologies which improve our ways of working and that drive efficiencies in day to day activities
- | Ambassador for self-serve technology, role modelling the use of technology to support day to day tasks as well as aiding team members to embrace new technology-enabled ways of working
- | Champion and promote the use of Eversheds InHouse with stakeholders, as appropriate
- | Supporting the wider PA team, covering team members during absences or when required

## Diversity and Inclusion

At Eversheds Sutherland, we recognise that having diverse talent across our business brings many benefits, and we are committed to accessing a wide range of views and thinking in all that we do. A culture of inclusion, where each person feels able to be their true self at work and reach their full potential is key. We recognise that bringing together the perspectives of individuals of all backgrounds, life experiences, preferences and beliefs is critical if we are to serve our global client base, people and communities as a leading global legal practice.

Should you require any reasonable adjustments to enable participation in the recruitment process, please contact us so that we can discuss how best to assist.

We are open to considering flexible working options for our vacancies. Whilst we are not able to offer flexible working across all of our roles, many of our people work flexibly in some way, and we would encourage you to talk to us about this during the hiring process if you would like to explore further.

We are a LGBT+ inclusive employer and are Stonewall Corporate Champions.