

Key information	
Job title	Float EA – Maternity Cover
Department:	Secretarial Services
Team:	Secretarial Services
Reports to:	Secretarial Team Leader
Hours:	9:30am – 5:30pm (Flexibility is required)

Why Forsters?

We are renowned for our private wealth and real estate focus, together with our strong corporate and commercial and dispute resolution teams. We work alongside individuals, families and businesses across a wide range of complex matters and situations.

What makes us different is how we build closer connections with our clients to deliver exceptional results. We do it through creating genuine relationships, a sharp focus on what matters to them and the flexibility to adapt our advice to their situation.

When you come through our door, you'll notice how genuinely open, friendly and authentic people are. We work well together because we have fun together. We take your happiness and wellbeing seriously. Here, you are free to express yourself and be the best you can be.

Delivering exceptional results takes on a different meaning at Forsters. For us, it's about being more closely connected to clients, each other and our communities. It's what drives us, them and you forward.

Forsters: Closer connections. Exceptional results.



What sort of work?

This role is for a proactive and highly competent Float Executive Assistant who can operate successfully in a pressurised and fast-paced environment during the absences of EAs (often at short notice) covering all practice areas of the firm.

The role will provide high level, client and business focussed secretarial and administrative support to a small group of partners, playing a critical role in working with them, their clients and the department to help partners deliver to the highest standard.

Reporting to the EA Float Team Leader, the individual needs to be flexible and adaptable at all times to the changing needs of the business. A degree of flexibility around working hours is expected.

Main Duties & Responsibilities

In EA's absence:

- Act as a professional and client service focussed ambassador for partners internally and externally in practice area where assigned to in absence of EA.
 - Take full ownership of handovers with EAs, ensuring all requirements for assignments are in place prior to the assignment in order to ensure an organised and consistent service to Partners as per their requirements.
 - Proactively managing all appointments, meetings and related logistics, seamlessly working with partners to ensure that their schedules run smoothly and that they are where they need to be, at the scheduled meeting time, and that they are prepared for each meeting.
 - As agreed with each individual partner and in line with how their own EA manages, deal with inboxes, responding to relevant emails on their behalf, drafting emails appropriately, forwarding any client critical emails to other fee earners and secretaries in the team to action and respond and highlight any urgent/important emails that partner needs to respond to.
 - Demonstrate commercial and financial management understanding, by seamlessly handling complex compliance and billing matters.
 - Take full ownership of tasks and manage workload against deadlines and business needs, working effectively and collaboratively with central support departments to efficiently deliver to deadlines.
 - Proactively coordinate the billing process on behalf of the partners, organising WIP and other financial management meetings, working with the Client Administrators to ensure billing processes meet deadlines.
 - Take ownership of financial and matter management processes for the team, for example coordinating chasing up unpaid bills.
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- Work in partnership with partners, building highly effective relationships with each of them, ensuring good working practices are put in place and adopted
 - As per EA's handover notes to ensure continuity proactively arrange any regular catch ups with each partner to review their diary and commitments, to ensure that a good understanding of partners' clients and priorities is developed to help the partners make the best use of their time.
 - Follow best practice around key operational processes to enhance partner effectiveness and department performance.
 - Attend meetings and take minutes if required and follow up on designated actions to ensure completion ahead of the next meeting.
 - Liaise with the Marketing & Business Development team and key contacts, proactively coordinating BD activities, playing a key role in the organisation of events, seminars & conferences for the team.
 - Arrange travel requirements, understand individual's personal preferences and manage all arrangements from start to finish (including journey details, accommodation, visa requirements, currency) and update diary to reflect all information.
 - Develop a thorough understanding of the partners' practice area(s), clients, priorities, the teamworking practices, and goals.
 - Build strong relationships internally and externally.
 - Ensuring a thorough handover and communication with the EA upon their return to work to ensure continuity of service to partners.
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Other skills required:

- ✔ Ability to remain flexible and calm under pressure at all times is key for this role.
 - ✔ Confident and professional manner with the ability to build strong relationships with partners and clients.
 - ✔ Possess a thorough understanding of working in a professional, service driven environment.
 - ✔ Excellent communication skills and ability to proactively gather all essential information and guidance prior to commencement of assignments .
 - ✔ Strong communication skills with the ability to relate and interact at all levels.
 - ✔ Strong organisational, prioritising and deadline management skills.
 - ✔ Excellent attention to detail.
 - ✔ Anticipate and identify potential problems and provide innovative solutions.
 - ✔ A strong team player who proactively seeks out opportunities to help others by reprioritising workloads.
 - ✔ Be proactive and have the ability to anticipate and plan ahead and prioritise effectively.
 - ✔ Enthusiastic and resilient to cope with and embrace changing assignments and challenges of the busy EA role.
 - ✔ Diplomatic, with good judgement.
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Other skills required:

- Ability to remain positive with a committed attitude.
 - Motivated and pro-active with a 'can-do' approach.
 - Calm and efficient under pressure.
 - Advanced Microsoft Office skills.
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Equal Opportunities

Forsters LLP is an equal opportunities employer and is committed to ensuring an inclusive and accessible hiring experience for everyone.

We strive to attract and encourage applications from all candidates regardless of their gender, age, race, nationality, marital status, disability, sex, sexual orientation or religious beliefs.

If you require any support or adjustments in the application or hiring process, please let us know.

www.forsters.co.uk

