

Job Profile

Job holder name:	
Job title:	Quality and Compliance Administrator
Department:	Business Support
Location:	Sheffield (but some travel to other Howells offices may be required)
Reports to job title and name:	Compliance Officer for Legal Practice (COLP)

Summary of role:

The job holder will provide administration support to assistant in the effective operation of quality and legal compliance of the firm. The job holder will ensure that administration systems and processes operate in a timely and effective manner, adhering to all quality and compliance standards.

The job holder will have a strong written and verbal communication skills with the ability to deal with clients, partners, fee earners and support staff.

Responsibilities:

The job holder's main responsibilities are:

- To maintain accurate and up to date paper and electronic records
- To handle communication including telephone calls, letters and emails with internal staff and external bodies
- To follow and comply with agreed processes and procedures
- To carry out general office duties
- To provide support when needed to internal/external auditing processes
- Updating fee earner CPD records
- Assisting the COLP in updating the Office Manual
- Assisting the COLP with the Firm's quality and compliance systems and maintaining and updating appropriate records– Lexcel, Legal Aid Agency audits, supervision records, file reviews, monthly desktop audits etc
- Administration of LAA rejects and refusals

- Organise meetings, both internal and external, including sending invites and arranging venues and catering
- Attend and take minutes for all meetings as requested by the COLP
- Draft, type and send correspondence
- Liaise with relevant individuals to arrange meetings, prepare agendas and draft minutes
- Undertake any other duties as requested by the COLP

The Quality and Compliance Assistants' main day to day tasks are:

- Assist in the effective operation of quality and legal compliance of the firm
- Handling all telephone calls in a professional and courteous manner, ensuring all calls are directed correctly and messages get to the appropriate person
- Ensuring all incoming LAA post and faxes are sorted and distributed quickly and efficiently
- Responding to routine correspondence
- Operating the diary system efficiently including making appointments
- Photocopying and filing
- Carrying out general office duties, including filing, faxing, photocopying and emailing
- Taking minutes at fee earner/department/team meetings as requested

The job holder will undertake such other duties as required by the COLP.

Skills and capabilities

- Communication – written and spoken, active listening
- Problem Solving
- Ability to develop relationships
- Good analytical skills
- Good IT skills including proficient use of Outlook, Word and Excel
- Ability to work as part of a team
- Ability to work on own initiative
- Understanding of the firm's business and the marketplace

Competencies

These describe how a person is expected to carry out their particular role. They do not describe what a person does. Achieving higher level competencies indicates that all preceding levels are being demonstrated.

The Competency Framework document has full details of the how each competency is demonstrated. To meet the competency level expected the role holder must be meeting all the behavioural indicators of the levels preceding it.

Competency	Competency level expected to fully meet the requirements of the role
Client care – customer service	1
Quality and compliance	2
Planning and organising	2
Decision making	1
Communicating and influencing	1
Team work	2
Business development	1

The job holder is expected to perform consistently at the above competency levels.

Performance

Personal performance in the role is measured by achieving, maintaining and exceeding the expected level of competencies over a sustained time frame, demonstrating the required skills and capabilities and meeting any targets set by the Quality and Compliance Manager and the Partners.

Identifying under performance highlights areas for individual development in order to ensure effective delivery of service to the client.

Employee Signature & Date:		__ / __ / ____
Approved by Head of Department Signature & Date:		__ / __ / ____
Approved by HR Signature & Date:		__ / __ / ____