

<b>Job title:</b>	<b>Service Support Co-ordinator</b>
<b>Reporting Line:</b>	<b>Business Support Manager</b>
<b>Location:</b>	<b>Cheadle Office</b>
<b>Direct Reports:</b>	<b>None</b>

**Key Accountabilities:**

1. Provide efficient administration in the delivery of client services for training, legal transactional and tribunal support, together with general administration and support for all the business.
2. Co-ordinate the various strands and workflow of each project / case ensuring alignment to required timescales and plans.
3. Develop and maintain excellent relationships with internal and external stakeholders.
4. Ensure clear communication of required information and progress reporting.

**Main Responsibilities:**
**General Support Services**

1. Replenish stocks of stationery for general office purposes, office facilities supplies (including first aid kit, hygiene and kitchen supplies) and any training materials.
2. Deal courteously and efficiently with client and internal requests and queries with excellent levels of client care.
3. Provide effective and efficient administrative support in accordance with in-house standards across all service delivery streams, monitoring progress of tasks and prioritising, where necessary, in conjunction with Business Support Manager.
4. Carry out photocopying, scanning, filing and archiving of documentation, maintaining a systematic filing system for prompt retrieval of documents.
5. Maintain databases for client information, mailings etc.
6. When necessary, support travel arrangements for the Management Team and Associates.
7. Assist the Business Support Manager and provide appropriate cover as and when required.
8. Look after visitors to the office.
9. Ensure the confidentiality of all the firm's and clients' documentation and information.

**In-House Training Support**

1. Support the creation of proposals and ensure up to date logging and progress monitoring.
2. Ensure delivery of terms of business for accepted proposals and the training diary management via liaison with trainers, Head of Learning and client. Produce project confirmation letters and purchase order requests as required.
3. Produce and deliver both digital and print training materials, including supporting materials for trainers, in a timely and efficient way, ensuring deadlines are met.
4. Complete the provision and analysis of pre and post training evaluation questionnaires, including production of summary reports of the training outcomes, as and when required
5. Manage the stock of training equipment (eg projectors, speakers etc) and trainer's kits and management of Learning training assets including Vimeo.
6. Create invoicing data and reports for Learning projects.

**Public Training Courses / FOC Events Support**

1. Liaise with Digital Content Manager and or Head of Learning, as appropriate, for delivery of marketing communications from the scope agreed.
2. Manage materials as per in-house training.

3. Manage the availability of trainers/speakers and wider V team for attendance or for networking purposes.
4. Support the analysis of the evaluations and co-ordination of follow up activity post event, as and when required.

#### **Legal Support**

1. Organise documentation, including the ordering of legal documents and maintaining up to date filing of precedents and legal updates.
2. Assist with obtaining information and research documents as and when required by fee earners.
3. Diary management for surgeries and appointments for fee earners as required.
4. Provide dictation transcription services as required.

#### **Tribunal Case Management Support**

1. Ensure new electronic and manual case files are opened and all tribunal paperwork is scanned and filed effectively and efficiently.
2. For new ET cases, complete new case checklists and record ET3s in Proclaim, tracked centrally and produce all internal supportive documentation for fee earners to complete. Draft, finalise and send procedural letters to clients as appropriate or required.
3. Check ET correspondence for case management directions. Enter diary directions, key dates and reminders into the appropriate diaries and into the electronic and manual case files. Ensure that ET actions are captured, raised with fee earners and documented.
4. Manage all subsequent tribunal correspondence effectively and efficiently, including drafting and emailing responses to tribunal correspondence as requested.
5. Organise appointments for witness evidence to be taken, when required.
6. Prepare any litigation bundles, paginating and organising as directed from time to time.
7. Prepare files for closure and produce closure of files document for fee earners, ensuring that the Business Support Manager is provided with details of any outstanding expenses for recovery purposes

#### **Investigations Support**

1. Assist the notification and diarising of meetings, dealing courteously with all contacts.
2. Collate and print documents, ensuring all are complete and appropriately organised..
3. Update tracker of case progress to ensure that current status is always correct..
4. Format notes and reports accurately and to a high standard.

#### **HR, Employee Relations and D&I Services Support**

1. Maintain database of HR Associates including their profiles, rates and specialisms.
2. Check availability, confirm assignments with documentation and manage invoices, when required.
3. Support the development and production of materials for publicising and delivering services as required.

#### **Longer term responsibilities will include:**

##### **Digital Support**

1. Update and maintain database of client contact information and leads.
2. Maintain client and prospects databases including logging leads and updating marketing preferences in accordance with GDPR
3. Maintain automated email campaigns and associated workflows, ensuring that schedules are correct and information is up to date.
4. Prepare ongoing social media activity as directed..

5. Input statistical information for reports in accordance with required timescales and reporting cycles.
6. Assist with the administration of events including facilitating communications to attendees.

### General Requirements:

This job description provides a guide to the duties and responsibilities of the post and is not an exhaustive list. The job description may be amended over time in consultation with the post holder to meet the needs of the service.

### Person Specification:

	Essential	Desirable
<b>Qualifications</b>	1. Minimum of 3 years experience working in a fast paced administration role in a professional environment with minimal supervision.	
<b>Experience</b>	<ol style="list-style-type: none"> <li>1. Proven administration experience in a professional environment.</li> <li>2. Experience of liaising with clients and wider business teams.</li> <li>3. Experience of producing professional documents with graphical content.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working in a HR, Legal, Training or professional services environment.</li> <li>2. Experience of preparing and amending documents in conjunction with creative professionals and print suppliers.</li> </ol>
<b>Skills / Knowledge</b>	<ol style="list-style-type: none"> <li>1. Proficiency in Word and Powerpoint to produce and format documents.</li> <li>2. Strong attention to detail and ability to collate information effectively.</li> <li>3. Effective written and verbal communication skills.</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of HR, Training and Tribunal processes.</li> <li>2. Working knowledge of Proclaim.</li> <li>3. Working knowledge of Microsoft Teams</li> <li>4. Working knowledge of using automated email and social media for campaigns</li> </ol>
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>1. Positive, flexible and 'can do' approach.</li> <li>2. Professional attitude.</li> <li>3. Highly organised.</li> <li>4. Focused on the client experience.</li> <li>5. Able to use initiative and look for ways to improve</li> <li>6. Team player</li> <li>7. Ability to maintain confidentiality and security of sensitive information</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to engage with learners and adapt style to suit accordingly.</li> </ol>