

## Practice Assistant – Brussels

### Firm Summary

White & Case is an elite global law firm serving leading companies, financial institutions and governments worldwide. Our long history as an international firm means we are perfectly placed to help our clients resolve their most complex legal challenges wherever they may be.

With lawyers and staff operating from more than 47 locations, working in virtually every country of the world, we have invested heavily in building a high-quality full-service practice competing at the top of the market. We are distinguished by our on-the-ground presence in the world's key financial markets and our strengths in handling complex cross-border work.

It's not just about our global network of offices and shared services centers; it's the global interconnectedness of the Firm that our people, and our clients, value most. We work well together across geographic and practice boundaries. It's one of the reasons we attract and retain cross-border work. And why we attract a diverse group of people.

Our lawyers are globally minded, enterprising, collaborative and committed to excellence. Diversity is a core value of our Firm and it has been recognized with numerous awards and top rankings around the world. Our people represent 90 nationalities and speak 80 languages.

### Position Summary

The Practice Assistant role is responsible for providing a wide range of secretarial, administrative and ad hoc projects. Working closely with partners and a team of lawyers. The Practice Assistant should proactively contribute to the Firm's success by actively seeking to improve working processes, anticipate needs, and take action accordingly. The Practice Assistant Team is structured to collaborate and work as a unit alongside the Firm's Practice Assistants across all global offices to provide a high quality, comprehensive workflow management and organisational service to service stakeholders within the Firm.

- Provide a high quality, comprehensive workflow management and organisational service to principals in the group/firm as required.
- Undertake all aspects of the Practice Assistant role as required.
- Take an active interest in, and obtain a thorough understanding of, all aspects of client requirements.
- Provide an excellent service to clients.
- Demonstrate flexibility in supporting principals and fellow team members.
- Proactively contribute to the group/Firm's success by actively seeking to improve working processes, anticipate needs of clients and colleagues and take action accordingly.

### Duties and Accountabilities<sup>1</sup>

#### Administrative

- Manage diaries, ensuring they are up to date.
- Arrange meetings, book conference rooms, refreshments, check rooms prior to meetings etc and liaise with other attendees, both internal and external.
- Arrange for travel bookings and related details to be made.
- Arrange photocopying, printing, organising couriers, incoming and outgoing mail, faxes etc.
- Arrange for files to be opened and closed, supervise general filing requirements and record keeping.

- Use effective systems to ensure that both short- and long-term tasks are completed within required timescales.
- Support lawyers in marketing activities including involvement in preparation of pitches and presentations.
- Establish and maintain effective and accurate filing systems (hard copy and electronic).

### **Communication**

- Take internal and external telephone queries, responding as appropriate and/or ensuring that all messages are passed on in a timely manner.
- Monitor post and/or e-mails and dealing with as appropriate and ensure that all client related correspondence is passed on to an appropriate fee earner and actioned as necessary.
- Liaise with business support departments on behalf of lawyers as required.
- Liaise with the department's Team Leader over any planned absences, arranging cover as necessary and communicating this to the relevant fee earners.
- Client relationship management
- Become an active part in the care of clients and be wholly familiar with contacts/clients.
- Enter, maintain and update client details and relevant information on the firm's contacts system.
- Deal with basic client queries and general administration.
- Arrange client meetings.

### **Document**

- Manage the production of documents and check returned work produced by the Document Production team before it is passed to the relevant lawyer and undertake basic/minor amendments where appropriate.
- Type urgent/short/confidential correspondence and emails.
- Produce and maintain Excel spreadsheets as required.
- Undertake all document production tasks to the highest standards and to agreed deadlines using appropriate software and all available resources.

### **Financial**

- Assist lawyers in ensuring their time is recorded properly and entered onto the system on a daily basis. (Intapp)
- Assist lawyers in the billing and credit control process by liaising with the lawyer and accounts and to produce standard financial/time reports through the system.
- Billing and Expense Processing, handle expenses in our system (Chrome River).

### **Team Player**

In addition to providing support to the fee-earners to whom they report, a Practice Assistant will also provide assistance to their immediate colleagues in the department and, where practical, other departments. Team duties will therefore include:

- Assisting others in the department whenever there is spare capacity or it is evident that a colleague needs assistance with their workload.
- Picking up telephone calls for other members of the department when they are away from their desk.
- Participating in a lunch time telephone rota within the Practice Assistant team.
- Assisting other members of the department, both proactively and at the request of the Team Leader.
- Working effectively with other legal and support departments as required.
- Any other duties as reasonably requested by the Lawyers or Team Leader, or a person of an appropriate seniority.

## Education/Qualifications

A Practice Assistant has a responsibility to ensure that their skill set is up to date, and they are familiar with the firm's departments, key personnel, clients, internal systems and procedures. This will ensure that the Practice Assistant is able to carry out his or her role effectively.

- Bachelor's/College Degree or equivalent.
- Relevant work experience is necessary.
- Excellent written and oral communication skills.
- Excellent customer service skills.
- Show excellent attention to detail.
- Proficient Microsoft Applications (Outlook, excel, Word, PowerPoint).
- Ensure all restricted information, matters, issues, and personal effects are treated with utmost confidentiality.
- Ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, time management and organizational skills.
- Flexible and can adapt to change in workflow requests.
- Resilient and self-confident.
- Foster good relationships with other members of the team and across the Firm.
- Fluency in French or Dutch, and English.

## Location & Reporting

- This position is based in Brussels and reports to the Office Operations Manager.

\*The above is only a general description of the essential duties associated with this position and does not represent an exhaustive or comprehensive list of all duties.

### Practice Assistance (Overview of general tasks:)

#### Billing

- Reviewing proformas and draft bills (checking billing rates are correct and any typos)
- Preparing cover letters for invoices
- Coordinating with Revenue Controller
- Assisting clients with any follow up queries (or passing them on to the Revenue Controller).

#### Client Entertainment

- Booking private rooms in restaurants
- Making lunch or dinner reservations

#### Conference Calls/VCs and Webexes

- Arranging telephone conference calls, video conference calls and Webexes.
- Sending calendar invitations with dial in details etc.

#### Correspondence

- Drafting emails or cover letters.
- Prepare draft client engagement letters

**DTE**

- Enter DTE for partners when necessary
- Send regular reminders to fee earners to submit on a daily basis

**Expenses**

- Prepare cash and bank transfers expense forms
- Prepare American Express or Barclaycard expenses forms
- Submitting travel expenses using original currency request form
- Submitting expenses through Chrome River
- Completing Payment Request Forms

**InterAction**

- Input business cards or contact details
- Record business development meetings with clients and potential clients such as lunches, dinners, etc.

**Meeting rooms (using the Connect link)**

- Book conference/internal meeting rooms (and include any lunch and audio or visual equipment requests)

**NBI**

- Conflict searches and opening entries

**Telephone calls**

- Answering phones
- Announcing call to fee earners/transferring calls
- Taking messages
- Making phone calls

**Travel**

- Arranging visas
- Ordering currency
- Booking flights/trains
- Booking airport transfers (in the UK and at destination)
- Making hotel reservations
- Preparing detailed itineraries

**General**

- Monitoring fee earners emails in their absence
- Diary management (including ensuring conference rooms are booked in advance of meetings)
- Coordinating lunch cover with other Practice Assistants.