

FOSTERS SOLICITORS' SUMMER INTERNSHIP 2018

FAMILY AND CHILDCARE JOB DESCRIPTION

Position: Work Experience Intern

Department: Family and Childcare

Branch: Norwich

Date: Summer 2018

Salary: Unpaid

Purpose

- To give a first class service to all of our clients
- To give first support to your colleagues and the firm as a whole
- To help the firm to make a profit

Responsibilities

- Administration and other supporting including:
 - To keep confidential:
 - The affairs and identity of our clients
 - Information about the firm
 - Information about your colleagues
 - Unless you have specific authority to disclose such information
- Providing full support to other members of the department including photocopying, filing, archiving and dealing with archive retrievals
- To help to achieve the objectives of the department and the firm as a whole and to provide help and support to your department head and the board in agreeing and implementing initiatives to achieve our objectives
- Follow the instructions, systems and standards set out in the firm's office manual
- Being a friendly point of contact for clients by telephone or face to face, and ensuring a polite and friendly attitude at all times
- Safeguarding the firm from waste including the waste of your own and your colleagues' time

- Trying to help other members of the department when possible
- To ensure that you are always smartly presented and in all respects act as an excellent ambassador for Fosters
- To ensure that you comply in all respects with the rules and guidance issued for the professional conduct of Solicitors and their staff

Special Responsibilities

Providing support to other members of the department and in particular:

- Preparing court documentation
- Filing and photocopying
- Administrative duties
- Shadowing in court
- Sitting in on meetings with clients
- Fielding calls from clients, giving them correct information or forwarding them to the relevant colleague
- Researching and drafting website articles

Skills, Knowledge and Experience Required

- Integrity
- A polite, approachable and professional telephone and face to face manner at all - times
- A good understanding of the word processing packages being used within the firm
- An enthusiastic approach and attitude to the workload of the members of your department and clients with a view to becoming actively involved
- Good communication skills – both written and oral, including legible hand writing
- A flexible, common sense approach to solving problems and achieving deadlines
- Understanding the needs of other colleagues and assisting wherever possible
- A willingness and ability to learn and accept change
- Ability to work hard and consistently whilst under pressure