

PERSON SPECIFICATION (Support Staff)

JOB TITLE: Assistant
 BUSINESS GROUP: Commercial Litigation
 LOCATION: Southampton

Criteria	Essential	Desirable
Skills/Qualifications	<u>Skills:</u> <ul style="list-style-type: none"> • Accurate and precise • Typing • Needs to be extremely well organised and tidy • Able to run a tight diary schedule • Able to work within a team environment as well as on own initiative • Able to work under pressure • Flexible • Attention to detail with figures • Attention to detail in respect of Case Management and Quality Standard Policies 	
Knowledge	IT literate Case Management	
Experience		A knowledge of court procedure would assist
Presentation	<ul style="list-style-type: none"> • Presentable appearance • Good telephone manner 	
Attributes	<p>A “Warner Goodman person” is one who shows at all times:-</p> <ol style="list-style-type: none"> 1. The utmost honesty and integrity 2. A “can do” positive attitude 3. A willingness to help others and to go the extra mile 4. An enthusiasm for the firm, its people 	

	<p>and its clients</p> <ol style="list-style-type: none">5. A sense of pride and loyalty towards the firm and its people6. A flexible attitude towards their job description7. A passion for delighting our clients8. A desire to communicate with our clients and our people in a polite, friendly, approachable and pragmatic manner9. A desire to seek continual innovation and improvement	
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