

Job Opportunity

Title: Personal Assistant

Department: Dispute Resolution (Private Wealth Disputes)

Reporting to: Co-ordinating Legal Secretary

fladgate



Listed in The Times 'Best Law Firms', Fladgate is a leading UK-based law firm focused across the Corporate, Private Wealth, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £100m with over 400 people, all operating from a single office based in Covent Garden, London.

Role Specification

This is an exciting opportunity to join our highly regarded Private Wealth Disputes Team as a Personal Assistant, providing high-level support to Partners and Fee Earners within a dynamic and market-leading practice.

The successful candidate will provide proactive, high-quality personal assistance, administrative and operational support to Partners and Fee Earners across the Firm. The role is designed to deliver a flexible, tailored and responsive service, combining traditional secretarial support with broader PA-style duties and regular client interaction, where appropriate. The role moves beyond process-driven administration and requires strong organisational skills, confidence in dealing with clients, effective delegation, and the ability to support fee earners in managing their matters, time and priorities efficiently.

This role plays a key part in enabling the smooth and effective running of their legal practice through a collaborative, needs-led approach. While the precise mix of responsibilities may vary depending on the Partners and Fee Earners supported and the nature of the practice area, the role is focused on delivering consistent, business-focused support aligned to the firm's operating model, rather than personal or lifestyle assistance.

The PA will be supporting a Partner, a Consultant, 4 Senior Associates and an Associate in the Private Wealth Disputes team.

Our people are at the heart of everything we do. The talent, dedication and passion of Fladgate employees is what drives us to achieve excellence.

Nicola Thomas, Head of Talent Acquisition

Key Responsibilities

PA & Fee Earner Support

- Provide proactive PA-style support to Partners and Fee Earners to enable the smooth running of their legal practice.
- Manage and prioritise workloads effectively using BigHand, Outlook and related systems, ensuring tasks are completed accurately and within agreed timeframes.
- Provide diary management support where appropriate, coordinating meetings, deadlines and key dates, and proactively supporting effective scheduling and diary integrity in line with individual Partner and Fee Earner preferences.
- Build effective working relationships with fee earners to deliver a personalised and flexible support service.

Client & Matter Support

- Act as a point of contact for clients on an ad-hoc basis where required, handling routine communications confidently and professionally and escalating matters where appropriate.
- Assist with the preparation and amendment of legal documentation on a limited basis, ensuring accuracy and presentation and adherence to firm templates, liaising with the Document Centre where appropriate.
- Support quality control processes and ensure matter documentation is accurate, complete and compliant.
- Oversee matter lifecycle administration, including file maintenance and closure in line with firm procedures.

Finance & Billing Support

- Oversee the production of draft invoices and narratives to agreed monthly deadlines.
- Process finance administration in line with firm protocols, including supporting fee earners and partners with completing payments, transfers, receipts, write-offs, disbursements and WIP updates.
- Process Partner and Fee Earner expense claims in accordance with firm policy.
- Liaise with Finance and Revenue Control teams to support billing accuracy, cash collection and firm targets, while proactively assisting fee earners and partners with their expenses claims.

Systems, Documents & Data Management

- Use iManage, HighQ and data rooms at a high level, supporting matter management, document organisation and secure information sharing.
- Manage electronic filing and document storage in accordance with firm naming, saving and iManage protocols, ensuring compliance and supporting audit and regulatory requirements.
- Promote good document management practices by ensuring Partners and Fee Earners are kept informed of applicable saving and filing standards, helping to minimise the risk of breaches.
- Use Bundledocs and DocuSign accurately when required.

Download, save and maintain documents from external platforms into iManage as requested.

- Support data room organisation and document version control to ensure clarity, consistency and compliance across matters.

Administrative & Operational Support

- Coordinate training bookings, including liaising with training providers, arranging payment, updating diaries and coordinating associated travel in collaboration with the Business Development team and the firm's external travel provider, as well as assisting partners and fee earners with a range of Business Development activities.
- Arrange internal and external meetings, conferences and events as requested.
- Screen incoming calls and support enquiry handling for Partners and Fee Earners in collaboration with Reception, using Microsoft Teams (audio and video) where appropriate to provide a professional and responsive experience for clients and colleagues.

Team Support & Collaboration

- Delegate tasks appropriately to Legal Administrators within the support structure, providing clear instructions and oversight as needed.
- Provide broader team support during periods of absence or high workload, including both in-office and remote support where appropriate.
- Share know-how and best practice across the Legal PA and Legal Admin community, contributing to continuous improvement of working practices.
- Update guidance materials and working practices documentation where appropriate.
- Work in collaboration with the Systems Trainer to help ensure Legal Administrators receive appropriate systems training and ongoing support relevant to their role.

Person Specification

The ideal candidate will possess most of the following attributes:

- Strong academics, particularly English and Maths.
- A minimum of three years demonstrable experience as a Personal Assistant with at least a minimum of 6 months' experience working within a Private Wealth Disputes team.
- Excellent IT skills and familiarity with the commonly used applications for document management and dictation.
- Meticulous attention to detail and be able to demonstrate experiences of working as a team.
- Excellent time management and organisational skills.

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.



Benefits



Benefits

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office- based and home working which is a discretionary benefit depending on the role and responsibilities.

On joining	• Life assurance scheme – 5x annual salary (non-contributory) • Annual holiday entitlement – 26 days per calendar year (full time) • Flexible holiday scheme – buy up to five days extra holiday per annum (pro rata for part time employees) • Recruitment (staff introduction) bonus – £1,000 - 5,000 • Personal training/yoga – free weekly sessions • Free online GP service – 24/7 video GP consultations • Yoga and physical training sessions • Hybrid working allowance • Everyday lifestyle savings via Vivup • IHG hotels discounts
After 2 months	• Group personal pension plan matching employee contributions of 4% - 5% (automatically enrolled) • Processed via salary sacrifice 50% of employer NI savings added to contribution
After 3 months	• Group income protection • Season ticket interest free loan • Private Dental Plan – payable through monthly payroll • Gymflex scheme • Eye test vouchers – every two years • Cycle to Work scheme
After 6 months	• Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid • Marriage/Civil Partnership gift • Private Medical Insurance Scheme

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.

Family Friendly Policies

Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies cover:



Maternity

We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility. If eligible, EMP provides 100% of your salary in weeks 1-20 and 50% of your salary in weeks 21-32. Weeks 33-39 are at the government set rate (or 90% of salary, whichever is lower).

Paternity – The firm offer an Enhanced Paternity Pay (EPP) scheme. We offer up to 6 weeks paid paternity leave. This includes 2 weeks Ordinary Paternity Leave (OPL) and, subject to one year's continuous service, a further 4 weeks EPP - all paid at full basic salary.



Shared Parental Leave (SPL) – SPL

allows parents to take up to 50 weeks' shared leave in total, following the birth or adoption of a child.



Adoption and Surrogacy

Full details can be found in our staff handbook, which will be provided upon offer of employment.



Ordinary Parental Leave – Allowing up to 26 weeks unpaid leave for employees who have parental responsibility for a child / children.

*further details of our family friendly policies can be found in the Staff Handbook

Inclusion & Diversity

Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

Developing a diverse leadership – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 35% female representation by 2027.

Attracting a diverse workforce – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

I&D at Fladgate →

As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word 'personal'. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not 'soft' business aspirations, they are fundamental to our success.

Helen Curtis-Goulding
I&D Partner Lead



Wellbeing

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



Physical Health

- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app
- Bupa private medical insurance (optional benefit to join after six months' service)



Financial Health

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



Mental Health

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



Social & CSR

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law

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