



A QuestGates Company

QG Law Careers and Vacancies

JOB TITLE: Legal Administrative Assistant

OFFICE: Birmingham – Hybrid

We are seeking a highly organised, proactive and detail-orientated Legal Administrative Assistant to support the smooth day-to-day running of legal matters across our practice. This hybrid role requires a motivated individual with excellent time management skills, who is comfortable balancing both in-office administrative duties and remote digital support. The successful candidate will play a key role in assisting partners and legal teams by ensuring client files, communications and documents are handled efficiently, accurately and in accordance with legal standards.

You will need to be dependable, adaptable, and solutions focused. You will take ownership of your responsibilities, demonstrate initiative and communicate effectively with colleagues across different teams. A willingness to learn and proactively seek clarity when needed is key. Your commitment to high standard and a positive team-minded approach will ensure your contribution is valued and recognised within the firm.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QGLaw, a QuestGates Company.

Key Skills:

- Excellent communication skills, both oral and written with a proactive professional approach
- Excellent organisational and time management skills
- Excellent accuracy and attention to detail
- Good degree of IT competency and literacy, including Microsoft Office competence and comfortable with case management systems
- Demonstrate personal and professional integrity and lead by example
- Discreet and able to handle confidential information with sensitivity
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards in a fast-paced legal environment
- Minimum of one-year administrative experience required
- Experience in a legal environment is advantageous

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To open new client files and accurately input data into the case management system
- To monitor and triage the QGLaw triage inbox, ensuring timely action and responses
- To monitor the DCP (digital portal for damages claims in the county court) inbox and process incoming correspondence
- To distribute all incoming post, both physical and digital, saving documents to the appropriate matter files
- To print and prepare legal correspondence and documents for postal delivery
- To send request for data access forms to insurers and third parties
- To manage and submit partner expenses in accordance with the QuestGates Expenses Policy
- To provide general administrative support to the wider legal team as needed

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with three days office based and two days working remote.



Closing Date for Applications:

Close of business on Friday 30th May 2025.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.