

## PERSON SPECIFICATION (Support Staff)

JOB TITLE: Assistant

BUSINESS GROUP: Commercial Litigation

LOCATION: Southampton

Criteria	Essential	Desirable
Skills/Qualifications	Skills:  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><li>Presentable appearance</li><li>Good telephone manner</li></ul>	
Attributes	A "Warner Goodman person" is one who shows at all times:-  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	

5.	and its clients A sense of pride and loyalty towards the firm and its people	
6.	A flexible attitude towards their job description	
7.	A passion for delighting our clients	
8.	A desire to communicate with our clients and our people in a polite, friendly, approachable and pragmatic manner	
9.	A desire to seek continual innovation and improvement	