

## Scottish Legal

## Salary Survey

### Job Descriptions & Guide to Completing Survey Questionnaire

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# Scottish Legal Salary Survey

## Introduction

This salary survey is run on behalf of the Scottish Legal HR Group by Alan Jones & Associates.

### **Survey Confidentiality**

The survey is strictly confidential and the results are only sent to those organisations that contribute their salary information. The survey results should be kept in the HR departments of the participating companies. Where information from the survey is shared with senior management it must be presented in analysed forms only.

### **Job Matching**

Each participant in the survey is expected to match as many of the jobs as they have in their organisations although it is not expected that every organisation will match every job.

### **Survey Frequency**

The survey is run continuously. This means that, once they have joined, the survey participant will receive a questionnaire when they are known to have had a major salary review and they will be expected to update their information by the deadline specified.

### **Online Services & Results**

The survey results are posted on the Alan Jones website ([www.alan-jones.co.uk](http://www.alan-jones.co.uk)) and accessible using your Alan Jones user name and password. Using 'Instant Analysis' you can drill down into the information, see your own position vs the survey group (statistically and in chart form) and you can drop results into Excel or export them to pdf (using the Instant Analysis link).

From Instant Analysis, you can also download the survey in full in Excel and pdf versions including your personalised copies of the survey results. A different view of the results is shown in the 'Click & View' tool which gives a job by job view of the results including the relevant job description.

Other services are available using links in your client home page. In addition, there is a link to a tutorial on how to use our services.

### **Benefits**

With this survey there is a benefits section covering holidays, pension contributions, life insurance, sick pay, PHI, medical insurance, etc. The benefits section results, like the salary survey, can only be accessed by those who complete this part of the survey questionnaire. The results are available through a client home page link.

### **Membership Guidelines**

You are assumed to be in the survey on a continual basis unless you let us know that you wish to withdraw. When an organisation withdraws their information is kept in the survey until their next review date. Please refer to the Membership Guidelines (link in your Client Home Page).

***If you have any queries regarding this survey, please contact us on 01600 716916 or via e-mail on [clients@alan-jones.co.uk](mailto:clients@alan-jones.co.uk)***

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# Scottish Legal Salary Survey

## Guide to Completing Survey Questionnaire

Please remember always to complete the Company Information tab in your questionnaire.

1. Give your company name and the details of the contact for the survey. The name given here is the person to whom the survey results will be sent. If the person who completes the input is not the main contact, but should be contacted over queries, etc., please also give their details making it clear that they are a secondary contact.
2. Please give any additional company data requested, e.g. company turnover (annual £m), number of employees, location of the employees.
3. Give the date of your last major salary review, the average percentage increase given, and the date of your next salary review.
4. The survey shows the data analysed for all matches for all jobs. For the legally qualified positions (Section 10) the matches are grouped according to the type of legal work undertaken by the job match, i.e.:
  1. Corporate
  2. Commercial Property
  3. Domestic Property
  4. Litigation
  5. Private Client
  6. Employment
  7. Banking
  8. Construction
  9. Pensions
  10. Rural Property
  11. Projects
  12. Oil & Gas

Please indicate which type of work is relevant to each job match.

There are notes on completing the input questionnaire in the first worksheet in the workbook.

### **JOB MATCHING**

For each job title assess whether there is a job within your organisation covering the typical responsibilities. Each company has small differences it is the broad fit of the description and organisation which is important. We do not expect companies to match every job.

### **Data Input**

Use these notes to help you fill in the salary section of the questionnaire.

#### **1. Job Match Identifier (Optional)**

Where you have a code which identifies the job holder you have matched to the survey job role, and you would like to have this information for future reference, give it here and we will add it to the database. This information will not be used by us except to help you identify your matches.

# Scottish Legal Salary Survey

## 2. **Job Match (+,=,-)**

In this column of the questionnaire please indicate your assessment of the job match, i.e. as compared with the job specification does your job match have more responsibility (+), is the job a good match for the generic job description (=) or does your job have less responsibility (-) than described.

## 3. **Number of Job Holders**

Show the number of job holders against each salary. If there are job holders with the same salary, bonus, car, etc., these may be grouped.

## 4. **Basic Salary**

Give annual basic salary, i.e. monthly contractual pay x 12. Exclude any shift and overtime pay. Include any fixed elements of salary paid as part of monthly pay, e.g. regional allowances. Give full-time equivalent for any part-timers.

## 5. **Actual Bonus Paid**

Please give additional cash paid to the job. This may include company bonus, Christmas bonus, profit share, performance bonus, etc. Bonus may be variable or fixed but do not include car allowance, shift or overtime pay or other cash paid to an individual for activity which is not part of the job, e.g. first aid payments. Express as an annual amount. Give the most recent 12 month figures available to you. Give full-time equivalent for any part-timers.

## 6. **On Target Bonus %**

Where you have on target bonus payments, please give here the percentage of basic salary paid to the job holder when targets are achieved. Bonus targets may be based on individual, team or company performance (or a combination of these). Give the most recent on-target figures available to you.

## 7. **Weekly Hours**

Please give the contractual weekly hours worked by the job holder/s.

## 8. **Job Factor**

Show the code for the relevant legal work undertaken by the jobs in Section 10 - see notes on next page.

## 9. **Postcode**

For each job holder give the postcode of the office in which they work. Give the first part of the postcode only, e.g. EH1, AB2, DD1.

# Scottish Legal Salary Survey

## Section 10: Qualified Lawyers

### Job Match Notes

In the survey analysis the information on these job matches is fed back for all matches and then for job holders grouped according to the type of legal work that they undertake. For each job match in Section 10 Qualified Lawyers, give the reference code in the appropriate column against each job holder as follows:

<b>Work Category</b>	<b>Reference Code</b>	<b>Definition Guide</b>
<b>Corporate</b>	C	Job holder works for corporate clients only
<b>Commercial Property</b>	CP	Job holder deals predominantly with commercial property transactions
<b>Domestic Property</b>	DP	Job holder deals predominantly with domestic property transactions
<b>Litigation</b>	L	Job holder deals with litigation only
<b>Private Client</b>	PC	Job holder deals with individual, non-corporate clients but not domestic property. This category includes small family business work
<b>Employment</b>	E	Job holder deals with contentious and non-contentious
<b>Banking</b>	B	Job holder deals with all general banking
<b>Construction</b>	CN	Job holder deals with all general construction
<b>Pensions</b>	P	Job holder deals with pensions legal work
<b>Rural Property</b>	RP	Job holder deals predominantly with rural property transactions. This category includes Renewable Energy
<b>Projects</b>	PJ	Job holder works predominantly on specific large projects
<b>Oil &amp; Gas</b>	OG	Job holder deals with work relating to oil & gas industry

# Scottish Legal Salary Survey

## Qualified Lawyers

*In each job, the survey code for each job is shown followed by the survey job title.*

*When completing the questionnaire, for the Qualified Lawyers, please remember to use the job match notes on the previous page to determine the legal category for each of your job matches.*

### **10.01 1<sup>st</sup> Year Trainee**

- Graduate in their first year of employment

### **10.02 2<sup>nd</sup> Year Trainee**

- Graduate in their second year of employment

### **10.03 Newly Qualified Assistant**

- Individuals who have attained their diploma, and have undergone 2 years' training

### **10.04 Junior Assistant**

- This category covers staff at PQ1 level

### **10.05 Junior Assistant**

- This category covers staff at PQ2 level

### **10.06 Senior Assistant**

- This category covers staff at PQ3 level

### **10.07 Senior Assistant**

- This category covers staff at PQ4 level

### **10.08 Junior Associate/Senior Solicitor**

- This category is likely to include staff at PQ5 level and those experienced staff who have not yet achieved full Associate status.
- **Note:** *For some job holders their career will plateau at this level and they will not progress to higher levels. Survey participants should continue to match these individuals to 10.08 irrespective of their post qualification experience*

### **10.09 Associate**

- This category covers staff who have relatively recently been appointed to Associate level. It should include staff in their first 2 years at this level

# Scottish Legal Salary Survey

## Section 10: Qualified Lawyers

### 10.10 Senior Associate

- This covers the more senior Associates who are likely to have between 2 and 4 years' experience at Associate level

### 10.11 Senior Associate

- This covers the more senior Associates who are likely to have 4+ years' experience at Associate level

### 10.12 Legal Director

- Contribute to growth through entrepreneurship and revenue generation
- In-depth understanding of firm's business models
- Deputise for Partner as needed
- Develop enhanced competencies in managing others
- This role can be a career step for Associates prior to moving to a partnership role or for Associates who are expected to contribute at a senior level in management and fee-earning without moving to partnership

### 10.13 Professional Support

- Qualified Solicitor who carries out a knowledge management function at team or departmental level.
- He or she sets up and maintains knowledge management systems, carries out research, writes articles for publication or newsletters.
- Can be NQ + PQE.

### 10.14 Senior Professional Support

- Responsible for the development of the Firm's knowledge management systems.
- Will promote the benefits of knowledge management across the Firm. In liaison with the Librarian, provides training and support to fee earners and other parties on the use of information technologies ensuring that know-how is maximised.
- Undertakes relevant research/online data searches as required
- Qualified Solicitor with strong IT skills.
- Significant relevant experience

# Scottish Legal Salary Survey

## Paralegal

*In each job, the survey code for each job is shown followed by the survey job title.*

### **20.01           Manager of Tax/Head of Tax**

- Responsible for the supervision and organisation of the Tax Section dealing with allocation of client portfolios, completion of tax returns and capital gains assessment and any trust tax related work.
- The job holder is likely to have had several years' relevant tax/trust experience, either in the Inland Revenue or with a legal/accountancy practice.
- Likely to have an accounting or other relevant qualification.

### **20.02           Tax Manager/Senior Tax Assistant**

- Responsible for the tax returns of a portfolio of clients. Undertakes all appropriate liaison – with clients, banks, brokers – and completes tax returns.
- Follows disciplined schedule to ensure all deadlines are met.
- Capable of working largely unsupervised, and knows all procedures to follow if Tax/Trust arrangements are changed.
- The job holder is likely to have at least 5 years' tax experience and hold related accounting or tax qualification.

### **20.03           Tax Assistant/Trainee Tax Assistant**

- Undertakes routine aspects of tax and trust work and completing returns and associated liaison under supervision.
- Is developing a portfolio of own clients.
- The job holder is likely to have relevant tax experience and be working towards an appropriate qualification.

### **20.05           Trust Accountant/Trust Accounts Manager**

- Responsible for their own client portfolio which deals with the preparation of trusts, charity, executry, curatory and cash accounts.
- Liaison with clients.
- The job holder is likely to have an accounting qualification.

### **20.06           Trust/Accounts Assistant**

- Responsible, under supervision and guidance, for 'simple' client accounts.
- Also undertakes administration work associated with Trusts and Charities as detailed below.

### **20.07           Trust Administrator**

- Undertakes all administration work associated with Trusts.
- This includes dealing with application forms, preparing agendas, attending meetings, taking minutes and circulating appropriate documentation.
- Will be responsible for ensuring that Trustees' decisions are implemented, and will arrange any financial transactions as necessary.
- The job holder is likely to have relevant experience.

# Scottish Legal Salary Survey

## Section 20: Paralegal

### **20.08 Executry Administrator/Manager**

- Undertakes all work associated with administration of the estates of deceased clients.
- This includes administering testamentary trusts of clients and dealing with their personal assets and foreign probates.
- Prepares estate inventories and calculates inheritance tax after liaison with appropriate third parties.
- Responsible for settling debts, administering legacies and division of the estate.

### **20.09 Investment Manager**

- Responsible for a section undertaking administration of investment portfolios for the firm's clients.
- Oversees and co-ordinates the work ensuring that all deadlines are met.
- Personally handles more important clients
- The job holder is likely to have relevant experience and may have a relevant qualification.

### **20.10 Investment Assistant**

- Prepares regular reviews and reports for the Investment Manager
- Prepares cash statements
- Charges out fees
- Ensures all transactions are correctly recorded
- Handles client queries
- Updates database
- Assists in setting up new client files, deals with closed files
- Maintains files

### **20.11 Investment Administrator**

- Undertakes all administration of the investment portfolios for a group of the firm's clients. This includes ensuring that all records are correct, handling any cheques or dividends coming in and the associated record updating.
- Completes associated documentation in conjunction with any appropriate third parties, and works closely with them to meet relevant deadlines.

### **20.12 Financial Adviser**

- Responsible for advising the partners on a range of financial/investment products.
- Undertakes specific briefs researching relevant products – life assurance, pensions etc. – in order to provide recommendations on company/product suitability.
- Maintains up-to-date knowledge of appropriate compliance procedures and all new products.

## Section 20: Paralegal

# Scottish Legal Salary Survey

## **20.13 Debt Collection Manager**

- Responsible for a unit undertaking debt collection work on behalf of clients.
- May take specific responsibility for major accounts while ensuring procedures are followed by reporting staff.
- Ensures compliance with all appropriate regulations.
- May be solely responsible for function or manage a unit.

## **20.14 Debt Collection Assistant**

- Undertakes responsibility for implementing instructions for debt collection in relation to specific clients.
- May liaise directly with clients, obtaining instructions.
- Implements action, including writing letters, raising court actions, instructing Sheriff's Officers, calculating debts and interest and raising writs and summons.

## **20.15 Company Secretary**

- Responsible for maintaining information on shelf companies and for companies for which the firm acts as the registered office.
- Undertakes all associated work including ownership transfer, memoranda of association, drafting board papers, preparing annual returns, issue of share certificates, etc.

## **20.16 Parliament House Assistant/Court Runner**

- Responsible for lodging legal documentation at court and ensuring that appropriate actions are taken.
- This includes fixing diets, arranging appointments with counsel, collecting inter-locations, lodging, etc.

## **20.17 Residential Conveyancer**

- Responsible for actions associated with sale, purchase and building/alteration of residential property.
- This may include drafting deeds, drafting dispositions, settlements, standard security, leases, property particulars, liaising with clients, the Solicitors' Property Bureau and builders, and handling associated correspondence.

## **20.18 Commercial Conveyancer**

- Responsible for actions associated with sale, purchase and building/alteration of commercial property.
- This may include drafting deeds, enforcement of missives, titles or leases, examination of title or leases, property particulars, liaising with clients and builders, and handling associated correspondence.

# Scottish Legal Salary Survey

## Section 20: Paralegal

### 20.19 Licensing Paralegal

- Responsible for actions associated with licensing of premises and registered clubs.
- This may include new license application, objecting to application, transferring or suspension of licenses.

### 20.20 Litigation Paralegal

- Responsible for actions associated with litigation claims. This may include raising court proceedings, preparing and investigating claims, enforcing court orders, rules of evidence and law of contract.

### 20.21 Accredited Paralegal

- Match individuals with a paralegal qualification
- Matches here will be accredited by the Law Society of Scotland
- Minimum 2 years' paralegal experience

### 20.22 Paralegal

- Match individuals with a paralegal qualification
- Matches here may have experience but are not accredited by the Law Society of Scotland

### 20.23 Trainee Paralegal

- Match Trainees via Law Society of Scotland
- Match those with less than 1 year's paralegal experience
- May have qualification

### 20.24 AML Analyst

- Responsible for monitoring financial activity and transactions in order to detect suspicious activity. To contribute to organisation's compliance with anti-money laundering (AML) regulation.
- Understand and comply with all applicable laws, regulations and procedures relating to anti-money laundering (AML).
- Assist in the development and implementation of AML compliance program.
- Conduct customer risk assessments reviewing account activity and identifying suspicious transactions.
- Prepare suspicious activity reports as needed.
- Keep abreast of current AML typologies and trends. Participate in AML training programs.
- Assist with special projects or investigations as needed.
- The jobholder is likely to be a graduate in business, finance, accounting or related field (or equivalent). Typically have 3-5 years' experience working in compliance or AML and likely to have compliance certification, e.g. CAMS, ACAMS

# Scottish Legal Salary Survey

## Accounts/Finance

*In each job, the survey code for each job is shown followed by the survey job title.*

### **30.01 Finance Director/Head of Finance**

- The most senior position within the organisation with overall responsibility for the finance function.
- Reports to the board or participates in board level discussions.
- Includes ultimate responsibility for the provision of financial information to the partnership, and the preparation of management accounts.
- Will prepare and co-ordinate budgets and monitor them, and may assist on the collective and individual issues affecting the partnership.
- Responsible for ensuring the Firm complies with all relevant accounting/financial legislation.
- May have wider responsibilities within the Firm.
- The job holder is likely to be a qualified Accountant
  
- **Note:** This level of job holder may not be present in smaller companies

### **30.02 Finance Manager/Finance Controller**

- Reports to the head of department and has responsibility for the finance function.
- Includes ultimate responsibility for the provision of financial information to the partnership, and the preparation of management accounts.
- Will prepare and co-ordinate budgets and monitor them, and may assist on the collective and individual issues affecting the partnership.
- Responsible for ensuring the Firm complies with all relevant accounting/financial legislation.
- The job holder is likely to be a qualified Accountant
  
- **Note:** This level of job holder may not be present in smaller companies

### **30.03 Accountant**

- Responsible for specific aspects of the financial function such as management accounts/running the accounts office, or as a generalist giving support in all accountancy areas.
- The job holder is likely to be a qualified Accountant.

### **30.04 Management Accountant**

- Responsible for specific aspects of the financial function including the preparation of management accounts, completion/review of monthly account analyses and reconciliations, preparation of quarterly VAT workings.
- Gives general support to both the Finance Manager/ Finance Controller and Finance Director/Head of Finance
- The job holder should be a part-qualified or qualified Accountant

# Scottish Legal Salary Survey

## Section 30: Accounts/Finance

### **30.05 Senior Credit Controller/Credit Controller**

- Responsibility to the Finance Manager/Accountant and works as a team leader or supervisory level.
- Responsible for administering the firm's credit control procedures.
- Will principally be concerned with processing fee roster, checking up on outstanding fees, chasing up bad debts, resolving associated problems and balancing accounts.
- Will monitor the situation regularly and keep the partnership informed of any problems.

### **30.06 Credit Control Assistant/Accounts Assistant**

- May be responsible for a range of tasks that are likely to include the following:
  - purchase ledger duties
  - batch invoices for processing
  - completion of VAT book
  - resolve queries with supplier invoices
  - creation of new jobs
  - money laundering
  - production of reports
  - compliance with Law Society Accounts Rules and Custom and Excise Legislation in production of client invoices
  - credit control
  - liaise with fee-earners
  - telephone and write to clients
  - respond to client queries;
  - assist in the reduction of outstanding debt figures
  - provide copy fee notes
  - process cross entries
  - time recording and billing
  - compile daily VAT books
  - batch invoices
  - input timesheets, monitor unprocessed timesheets, issue reminders
- Alternatively the job holder may specialise in only one of the areas specified above.
- The job holder may also be responsible for administration of the Firm's insurance renewals and payments, and assist in the cash room.

### **30.07 Head Bookkeeper/Fee Charging Manager**

- Responsible to the Finance Director/Accountant for a section undertaking ledger control and account reconciliations.
- Organises team and ensures that systems are in place to facilitate processing.
- Responsible for standard returns and supplying regular and ad hoc accounts information.
- Resolves problems both internally and externally.

# Scottish Legal Salary Survey

## Section 30: Accounts/Finance

### **30.08 Bookkeeper/Fee Charger**

- Undertakes ledger control, reconciliations and other routine activities.
- Inputs and extracts information and handles incoming enquiries.

### **30.09 Head Cashier/Cash Room Supervisor**

- Responsible to the Finance Director/Accountant for a section which monitors all monies coming into and going out of relevant bank accounts.
- Organises the work of a section, ensuring that procedures are followed, with active involvement in activities as required.
- Ensures that all interested parties are kept informed of transactions and resolves more complex problems associated with them.
- Responsibility for ensuring compliance with Law Society and Accounts Rules
- The job holder is likely to have relevant cashiering experience and must be SOLAS qualified.

### **30.10 Deputy Cashier/Deputy Cash Room Supervisor**

- Monitors specific accounts to ascertain the state of funds, keeping appropriate parties informed of the position.
- Handles cheques and undertakes account balances.
- Deals with requests for cheques and processes appropriate transactions.
- Undertakes periodic account reconciliations.
- Deputises for the Cash Room Supervisor during periods of absence and ensures compliance with Law Society and Accounts Rules.
- The job holder is likely to have relevant cashiering experience and must be SOLAS qualified.

### **30.11 Cashier**

- Monitors specific accounts to ascertain the state of funds, keeping appropriate parties informed of the position.
- Handles cheques and undertakes account balances.
- Deals with requests for cheques and processes appropriate transactions.
- Undertakes periodic account reconciliations.
- The job holder is likely to have relevant cashiering experience and must be SOLAS qualified.

### **30.12 Cash Room Assistant**

- Responsible for a range of tasks, including banking – lodgements and uplifts, other Funds Reconciliations, Petty Cash balancing, Postings, filing, etc.
- Reports to the Cashier.
- The job holder may be SOLAS qualified or undertaking SOLAS training.

# Scottish Legal Salary Survey

## Section 30: Accounts/Finance

### **30.13 Data Input Assistant**

- Responsible for inputting data.
- May also extract data to meet information requests, and run both regular and ad hoc reports.
- The job holder is likely to have relevant cashiering experience and must be SOLAS qualified.

### **30.14 Risk/Compliance Officer**

- Responsible for advising and implementing procedures and processes in connection adherence FSA Compliance, Money Laundering, Law Society rules and the firm's general approach to risk management.
- Reports to a Head of Department/Director or Responsible Partner.

### **30.15 Risk/Compliance Manager**

- Most senior person within the firm responsible for advising and implementing procedures and processes in connection adherence FSA Compliance, Money Laundering, Law Society rules and the firm's general approach to risk management.
- Will be responsible for staff and report to Board.

### **30.16 Finance Assistant**

- Responsible for daily banking
- To produce cheques, process invoices and bills
- Scan all finance related documents
- Input data to the internal finance system

# Scottish Legal Salary Survey

## IT

*In each job, the survey code for each job is shown followed by the survey job title.*

### **40.01 IT Director/Head of IT**

- The most senior position within the organisation with overall responsibility for the IT function.
- May report to the board or be a member of the board.
- Overall control of the Firm's computer installation, associated staff and systems.
- Makes/presents policy representations on matters of hardware/software and application of computer technology, operating programming, systems, projects and technical support.
- The job holder is likely to have broad ranging computer systems experience.

### **40.02 IT Manager**

- Overall control of the Firm's computer installation, associated staff and systems.
- Makes/presents policy representations on matters of hardware/software and application of computer technology, operating programming, systems, projects and technical support.
- The job holder is likely to have broad ranging computer systems experience.

### **40.03 Systems Supervisor**

- May act as the deputy to the Manager.
- Principle responsibility is for daily activities – monitoring workload, liaison with users, dealing with problems, providing cover for other posts.
- Handles user requests and liaises with software houses.
- The job holder is likely to have experience of computing and considerable computer knowledge.

### **40.04 Analyst/Programmer**

- Responsible for the design, development and implementation of systems or parts of systems.
- Responsibility for discussing and analysing system requirements within departments and for developing documented systems.
- Ensures that the network infrastructure is working effectively.
- May have programming skills.

### **40.05 Help Desk/Network Support**

- Has responsibility for the provision of first line support to network users who have hardware/software problems.
- May have responsibility for installation of new equipment either hardware or software

# Scottish Legal Salary Survey

## Section 40: IT

### **40.06 IT Trainer**

- Provides training to staff on the use of a number of packages.
- Ensures own knowledge is kept up-to-date, and identifies areas where new/refresher training may be required.
- May provide troubleshooting service and act as a back-up to the Help Desk.

### **40.07 Help Desk Team Leader/Co-ordinator**

- Oversees help desk team and deals with all provisions for network users.
- Has responsibility for maintaining network infrastructure and ensuring that hardware/software is maintained and updated.

### **40.08 Help Desk Junior**

- Provides support to the help desk team, dealing with quick fix computer problems and dealing with help desk calls
- May set up meeting room requirements and deal with cable management

### **40.09 Business Analyst/Project Manager**

- Identifies business needs in terms of IT and business related changes
- Carries out initial analysis and definition of requirements
- Shapes projects to meet identified needs including liaison with software suppliers and consultants
- Manages projects across full project life cycle including process flowcharting, data modelling, test planning and test execution

# Scottish Legal Salary Survey

## General Administration

*In each job, the survey code for each job is shown followed by the survey job title.*

### **50.01 Head of Administration/ Facilities/Facilities Manager**

- Responsible for the running and budgetary control of a number of the Firm's administrative support functions.
- May report to the board.
- Support functions drawn from premises maintenance, catering, stationery, company cars, health & safety, insurances travel and the like.
- May have a significant number of staff reports.
- Responsible to the partners for agreeing a number of external contracts and services.
- The job holder may have a wider remit to include HR, IT, etc.

### **50.02 Receptionist/Telephonist**

- Provides a front of house service that may include greeting clients and visitors who visit the Firm, allocating meeting rooms and arranging for refreshments.
- Undertakes routine housekeeping of the reception area(s).
- May also provide telephone support that includes answering and connecting all incoming calls, obtaining calls for Partners and staff as necessary, finding numbers in directories, operating paging system.
- May also have associated administrative duties such as keeping directories up-to-date.

### **50.04 Copy Room Supervisor**

- Controls work of copy room.
- Develops layouts/artwork.
- Finishes/guillotines/punches/collates/binds work.
- Can complete full range of photocopying work.
- Trains other staff.

### **50.05 Copy Operator/Assistant**

- Operates photocopying equipment under supervision and finishes – collating, punching, binding as appropriate.

### **50.06 Senior Office Support Supervisor**

- The job holder will be controlling a team of office support personnel (including secretaries, reception, juniors) operating at junior manager/senior supervisor level.
- Job holder may be working with a larger team with the support of Team Leaders.
- Job holder will have responsibility for recruitment and training of staff and 1<sup>st</sup> level discipline and grievance handling.

# Scottish Legal Salary Survey

## Section 50: General Administration

### **50.07 Office Support Supervisor**

- The job holder will be controller of a team of junior office support staff reporting to a more senior manager.
- The job holder is responsible for work scheduling, holiday authorisation and the application of office rules and procedures.

### **50.08 Mailroom Assistant**

- The job holder is responsible for the collection and delivery of mail both internally and externally.
- Operates all associated machinery and is responsible for ensuring that franking machines are operative.
- May also have additional duties that include general maintenance, security duties, keyholding and/or furniture removal.

### **50.09 Library/Knowledge Manager**

- Manages the Library function
- Contributes to the development of the Firm's knowledge management systems.
- Promotes the benefits of knowledge management across the Firm.
- Provides training and support to fee earners and other parties on the use of information technologies ensuring that know-how is maximised.
- Undertakes relevant research/online data searches as required
- The job holder will have strong IT skills.

### **50.10 Librarian/Research Librarian**

- Responsible for the day-to-day running of the library/information service.
- Ensures library holds relevant and up-to-date material.
- Inputs to policy development, budgetary and acquisitions matters and development of information systems.
- Undertakes research/online data searches.
- The job holder is likely to be a qualified Librarian.

### **50.11 Librarian**

- Typical activities include cataloguing and classifying stock/subject files, maintaining indexes, responding to user enquiries and undertaking research of a non-complex nature.
- The job holder is likely to be a part-qualified Librarian.

### **50.13 Filing Assistant**

- Undertakes filing responsibilities.
- May complete routine search assignments.

# Scottish Legal Salary Survey

## Section 50: General Administration

### 50.14 Administration Assistant

- Responsible for undertaking routine activities within the administrative functions.

### 50.15 Catering Assistant

- Responsible for routine activities within the catering area. This may include preparation of food, laying tables and serving (both food and beverages).
- Responsible for monitoring and ordering catering supplies.

### 50.16 Meeting Room Assistant

- Responsible for the servicing of meeting rooms and preparation of beverages.

### 50.17 Administrative/General Assistant

- Undertakes clerical tasks that may be associated with the Administration function.

### 50.18 Archivist/Safekeeper

- Responsible for the day-to-day running of the firm's archive including the storage, retrieval and destruction of filed documents, Wills, etc.
- Catalogues files and establishes storage and transportation system, while seeking improved and streamlined maintenance.

### 50.19 Client Take-on Assistant

- Responsible for administering the firm's client take-on procedures, ensuring that proper documentation is held on file in respect of all new clients and matters.
- Assist with client take-on/onboarding.
- Ensure appropriate identification is held for clients and other relevant persons/entities.
- Assist with development of, and to ensure compliance with, organisation's anti-money laundering policies.
- Ensure adequate ID is held on file; to update Case Management System to prevent transactions where ID is not received within defined timescales.
- Highlight high risk clients to colleagues as appropriate and to help with monitoring.
- Respond to client take-on and anti-money laundering queries.
- Assist with auditing of matter files.
- The jobholder is likely to have a good standard of education, customer/client service experience. An understanding of anti-money laundering processes, procedures and business requirements.

# Scottish Legal Salary Survey

## Personnel/HR

*In each job, the survey code for each job is shown followed by the survey job title.*

### **60.01 HR Director/Head of HR**

- The most senior position within the Firm with overall responsibility for the HR function.
- The job holder will be responsible for policy development and strategic positioning of the function in conjunction with appropriate colleagues.
- Also responsible for overseeing the operational activities of the function including, e.g. recruitment, training & development, manpower planning and development, compensation and benefits, grievance and discipline and day-to-day advice to line management.
- The job may report to or be a member of the Management Board.
- May have wider responsibilities than the single function role.
- The job holder is likely to be a Graduate and be MCIPD qualified with at least 10 years' human resources experience

### **60.02 HR Manager**

- Responsible for the Personnel/HR function and may report to the Director of HR or Director of Support Services.
- The job holder will be responsible for policy development and strategic positioning of the function in conjunction with appropriate colleagues.
- Also responsible for the operational activities of the function including, e.g. recruitment, training, manpower planning and development, compensation and benefits, grievance and discipline and day-to-day advice to line management
- The job holder is likely to be a Graduate and be MCIPD qualified with at least 6 years' human resources experience.

### **60.03 HR Adviser/Officer**

- The job holder will concentrate principally on the operational activities within the function, either as the most senior full-time HR professional reporting at a lower level, or as No. 2 in a larger Firm.
- The job holder may specialise, however is likely to act as a generalist covering recruitment, training, compensation and benefits, the staff handbook and other similar or related activities.

### **60.04 HR Assistant**

- Undertakes administration tasks that cover the full range of HR activities, including: compiling induction packs; arranging interviews; recording study leave; maintaining attendance records, etc.
- The job holder may specialise, also undertake project work.
- May provide secretarial support to the HR function

# Scottish Legal Salary Survey

## Section 60: Personnel/HR

### **60.05 Payroll Administrator/ Officer**

- Responsible for the payroll/salary/wage administration on a weekly and monthly basis.
- May have certain responsibilities for benefits administration/ computation.
- Knowledgeable on PAYE matters and first point of reference by staff on these.

### **60.06 Learning & Development Advisor**

- Responsible for co-ordinating the training provision for the firm
- Responsibilities include delivery of induction programmes, general business skills training and may include IT technical training
- Manages day to day training budget
- Liaises as needed with external training providers ensuring service levels meet firm's requirements

# Scottish Legal Salary Survey

## Secretarial & Typing

*In each job, the survey code for each job is shown followed by the survey job title.*

### **70.01**

#### **Executive PA**

- Provides full and effective PA support to the Executive Partner
- Provides secretarial support and assistance including drafting minutes, agendas, letters, reports
- Manages diary for internal and external meetings including arranging Board meetings
- Manages meeting arrangements and attendance details
- Attends meetings and takes minutes as needed
- Carries out other general administration
- Deals with additional duties as required possibly providing support to additional senior management team members

### **70.02**

#### **Personal Assistant**

- To provide a comprehensive administration service and support to a senior manager. Provides administration support and assistance including drafting minutes, agendas, letters, reports
- To scheduling meetings
- To take minutes at meetings with team
- To deal with ad-hoc correspondence
- To prepare and distribute agendas and working papers
- To organise diaries and diarising follow-ups
- To keep (electronic) filing tidy and in good order

### **70.03**

#### **Secretary/Team Leader**

- A highly experienced secretary who has responsibility for co-ordinating the activities of a team of secretaries.
- The job holder will principally be responsible for the management of workload on a day to day basis.
- Supervisory activities are also likely to include recruitment and induction of new staff, managing absence and holiday cover and performance management (including coaching activity and carrying out appraisals).
- In addition to supervisory responsibilities, the job holder is also likely to have secretary/PA duties.

### **70.04**

#### **Senior Secretary**

- A very experienced secretary fulfilling a PA type role that may include:
  - managing a client base;
  - production of reports for meetings;
  - assisting the fee-earner with fee earning and non-fee earning tasks;
  - training other staff and managing Partner or Manager's time.
- Also may carry some organisational responsibility for other staff.

# Scottish Legal Salary Survey

## Section 70: Secretarial & Typing

### 70.05 Secretary

- A secretary with more than 2 years' experience fulfilling a conventional secretarial role within a legal Firm.

### 70.06 Junior Secretary

- A secretary with less than 2 years' experience of secretarial work.

### 70.07 WP Operator/Typist

- Types letters, memos, reports, schedules.
- May be a member of a 'pool'.

### 70.08 WP Operator – Twilight Shift

- Undertakes similar responsibilities to above (70.06), but works the twilight shift.
- **Note:** Give actual hourly rate here, not full-time equivalent.

# Scottish Legal Salary Survey

## Marketing

*In each job, the survey code for each job is shown followed by the survey job title.*

### **80.01 Marketing/Business Development Director/Head of Marketing**

- The most senior position within the Firm with overall responsibility for the Marketing/Business Development function and the development and implementation of the Firm's strategy.
- Responsibilities will include overseeing the operational activities of the function drawn from, for instance, specifying database requirements, advertising, PR and sponsoring activities, literature preparation and client research.
- The job holder will also be pro-active in considering and pursuing all opportunities to procure new business for the Firm and to promote its services.
- The job holder may sit on the Management Board or report to the board.
- The job holder is likely to be a member of the Institute of Marketing.
- Will have relevant marketing/business development experience, including management responsibility.

### **80.02 Marketing/Business Development Manager**

- Responsible for the marketing function and the development and implementation of the Firm's strategy as agreed with the Chief Executive/Partners.
- Responsibilities will include the operational activities of the function drawn from, for instance, specifying database requirements, advertising, PR and sponsoring activities, literature preparation and client research.
- The job holder will also be pro-active in considering and pursuing all opportunities to procure new business for the Firm and to promote its services.
- The job holder is likely to be a member of the Institute of Marketing.
- Will have relevant marketing/business development experience.

### **80.03 Marketing Executive**

- Responsible for the execution of the Firm's corporate hospitality programme as directed by the Marketing/ Business Development Manager.
- Will co-ordinate the Firm's printed promotional material, including bulletins, client literature and features for the website.
- Responsibilities will include handling of media relations.
- Will work closely with the fee earners and partners to produce high quality client literature.
- The job holder is likely to possess a marketing qualification.

### **80.04 Marketing Administrator/ Assistant**

- Responsible for operational activities as directed by the Marketing Manager. This will include such activities as administering the database, assisting in event organisation, liaising with fee earners on requirements, first drafting and proof reading.

# Scottish Legal Salary Survey

## Section 80: Marketing

### **80.05 Senior Tenders Manager**

- Manage bids process in relation to tender bids and new business proposals
- Work with senior management to develop business development strategies
- Manage and develop bids process; to develop a best practice approach
- Monitor pitch opportunities and evaluate against strategy
- Lead in delivering on complex bids and new business proposals
- Develop quality control systems
- Provide training on pitching process

### **80.06 Tenders Manager**

- Provide day-to-day practical bids/proposals support to partners and lawyers
- Identify potential public sector tenders
- Ensure correct decision making in terms of go/no go assessments
- Consider pricing and profitability up-front to contribute to informed decisions by fee-earners
- Work with fee-earners to develop winning strategies and propositions for tenders
- Project manage pitch process
- Review and edit proposal documents
- Coach and prepare fee-earners for meetings
- Monitor pitch success/failure; follow up on pitches
- Promote pitch quality control systems and to develop systems to improve the tendering process
- Likely to be a graduate with 5 years' bids experience

# Scottish Legal Salary Survey

## Property Management/Estate Agency

*In each job, the survey code for each job is shown followed by the survey job title.*

### **90.01**

#### **Property Manager**

- Responsible for the management of one of the Firm's property sales/estate agency businesses.
- Will take responsibility for managing the staff within the office and the delivery of a targeted sales performance/fee income.
- Will have an in-depth understanding of the local property market, and a knowledge of marketing techniques which will facilitate the pro-active development of the business.

### **90.02**

#### **Senior Property Assistant**

- To assist Property Manager in running of department and achievement of targets.
- Involvement in valuation of properties, preparation of particulars and other associated tasks including communicating with clients.

### **90.03**

#### **Property Assistant**

- Fulfils an administration role within the office – preparing and sending out property and sending out property particulars.
- May also deal with clients visiting the office and handle incoming telephone calls.
- May assist in drafting property particulars.

### **90.04**

#### **Negotiator**

- Provide a full marketing service to clients selling domestic property
- Deal with rentals of private property
- Carry out market appraisals of property for sale; measure up and prepare particulars
- Negotiate sales and leases
- Send out fee quotes and fee notes
- Deal with enquiries, arrange and conduct property viewings
- Prepare tenancy agreements
- Complete leases, instruct on home reports and EPCs, liaise with surveyors