
Overview

Open, maintain and administer a file, review and close a file, prepare final bills and store and arrange for files to be archived.

Links: BAB112 – Build Case Files; BAB113 – Manage Case Files

Specific skills:

1. organising
2. problem solving
3. checking
4. communicating

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Performance criteria

You must be able to:

Open a file

- P1 carry out checks and searches as appropriate and report on outcomes to the fee earner
- P2 receive money on account from clients as instructed and process in line with organisational requirements
- P3 open a file and enter matter information
- P4 generate client care letters
- P5 maintain and administer a current file
- P6 produce and amend correspondence and documents as instructed
- P7 make sure all relevant timescales and dates are entered in appropriate diaries
- P8 carry out research as instructed and report back to fee earner
- P9 report progress to clients as instructed by fee earner
- P10 make sure all costs and disbursements are recorded accurately
- P11 make sure all file management activities conform to house-style and organisational requirements
- P12 make sure all time spent on the matter is recorded accurately
- P13 generate bills as requested, in accordance with instructions

Receive instructions to close a file

- P14 review the file and identify any outstanding issues and unbilled disbursements
- P15 report outstanding issues to the fee earner for resolution
- P16 where necessary, deal with reimbursements
- P17 check with the fee earner whether any documents, knowledge or data needs to be added to the organisation's precedent, knowledge or data bank
- P18 ensure the file is complete for preparation of the final bill
- P19 if appropriate, prepare the final bill

Close and archive a file

- P20 complete file closing documentation and check that the account shows a nil balance
- P21 notify relevant people that the file is closing
- P22 sort the file, removing unnecessary material, and check with the fee earner on the appropriate distribution of documents
- P23 make sure that hard copies of electronic communications are in the file
- P24 prepare a schedule of the file contents so that they can be readily retrieved
- P25 correctly label files for storage and amend records to show that the file is closed

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P26 arrange for the file to be archived

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Knowledge and understanding

You need to know and understand:

- K1 the administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 where and when to refer matters beyond your authority
- K3 the organisation's policies, procedures and constraints that affect administrative services in your area of responsibility
- K4 the duty of confidentiality that applies when dealing with client information
- K5 the specialist software used by the organisation for the recording and processing of legal cases
- K6 the importance of accuracy and attention to detail when dealing with information in a legal context
- K7 the type of legal work that the department is involved in (e.g. conveyancing, family law, commercial, litigation)
- K8 the particular legal terminology that is associated with different types of legal work
- K9 the organisation's house-style for the presentation of files and documentation
- K10 how to prioritise work and work to other people's priorities
- K11 the different checks and searches that are required and how to carry these out
- K12 the organisation's procedures for opening files
- K13 the contents and purpose of a client care letter and how to prepare one
- K14 the types of documents that are required and how to prepare them
- K15 how to carry out research required by the fee earner
- K16 how to report progress to clients
- K17 how to record costs and disbursements
- K18 how time spent on a matter is monitored and recorded
- K19 the range of activity and documentation that needs to be noted within a file
- K20 how and when to generate bills
- K21 the types of documents, knowledge or data that might need to be added to the organisation's precedent, knowledge or data bank
- K22 the organisation's procedures for closing and archiving files
- K23 how to sort a file and identify materials that do not need to be kept

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