

Award: Most Valuable Support Staff (client facing)

Open to: any member of staff within a Lifetime Lawyer's organisation - this includes anyone from the reception team, legal support staff, financial support staff etc... who interact with clients. We are looking for the unsung hero in your organisation.

This person is the unsung hero of the team. They are confident in their interaction with clients. They put them at the ease and make them feel supported, listened to and valued. They perform their role to highest of standards and nothing is too much trouble for them. They frequently come up with interesting ideas. Service is at the heart of everything they do for both clients and their firm.

Requirements

Your submission will need to consist of 3 main parts:

Part 1 – Your covering statement (a maximum of 150 words)

This should state why this member of staff should win this award.

Part 2 – Your full submission (a maximum of 1000 words)

You will need to cover the following:

Your submission must tell the story about why a member of staff should win the ***Most Valuable Support Staff*** award and must also cover the specific criteria below:

1. Talk about key elements of the service this person provides for clients and how these benefit your organisation
2. Talk about a service improvement made by this person and how this has helped deliver excellent client service
3. Talk about how this person supports other members of their team and helps to create a positive working environment
4. Give an example of how they have gone the extra mile to support a Lifetime Lawyer

Please provide one piece of supporting evidence in an appendix to your submission, clearly stating to which of the four points above your evidence relates.

Part 3 – Your Pearl of Wisdom (a sentence or short paragraph)

What one piece of advice would you share with the audience to help them in their work? This could be a technical insight, a tip, an observation, something that works well for you, or advice shared with you that has stuck with you.

NB: The best pearls of wisdom may be shared with the audience as we would like to give audience members something really useful to take away from the Twilight Awards.